

SUSTAINABILITY REPORT 2020

GOOD HOLDINGS GROUP



Clean the World

Message From Management

We are responding to the challenges facing local communities and various industries with sincerity by applying our greatest strength: our expertise in the field in each area of our business.

The starting points of our businesses are the solutions we offer that address the various problems that local communities must deal with.

I would like to express my deepest sympathies to all those whose health has been adversely affected by the COVID-19 pandemic and those who have been otherwise impacted. As well, I would like to express my sincere gratitude to the medical

professionals and others involved in limiting the spread of the infection.

I would also like to express my appreciation to our stakeholders for supporting the management of the group on a daily basis.

The origins of our group can be traced to our founder's efforts to collect household and business waste in the immediate aftermath of the Pacific War. He was inspired by the belief that Japan's devastated society should avoid practices that contribute to waste and inefficiency.

At the time of the company's establishment, our founder — although strict about working diligently — was always considerate of his workers and others around us. He valued his relationships and made efforts to establish strong ties with local communities, which he considered the cornerstone of the company's growth. Since then, our company has upheld its commitment to the business of waste collection, an indispensable aspect of daily life and industry. We have continued to focus on solving the problems affecting our various communities, an approach that has led to a wide variety of projects at our group companies.

From the time of its foundation right up to today, our group's management philosophy of "Goho-Yoshi" (beneficial to all five parties) reflects our approach of establishing good relationships with a wide range of stakeholders, including employees, business partners, government agencies, and local communities. This marks the foundation of our group's commitment to management-focused ESG (environmental, social, and corporate governance).

Moreover, our management policy of "the primary foundation of our business is people" also underpins our strengths in business development. In addition to our operational skills in developing various on-site services, we have developed a wide range of human resources under manage-

President & Representative Director
Good Holdings Corporation

K. Akazawa

Since 1985, Mr. Akazawa has been involved in practical matters such as waste collection and treatment. Later, after gaining experience as a sales manager, public relations manager in the construction of treatment facilities, and president of an operating company, he was appointed president of the holding company. While working at an operating company, he propelled the company into new business fields that had not yet been established, offering services such as the disposition of personal effects before and after death, thus creating the foundation for future growth.

ment that emphasize fieldwork, which includes a rapid response to every occurrence and excellent problem-solving skills.

We believe that exhibiting these strengths and characteristics enables our business operations to contribute to society now and in the future.

Our existing core businesses and new businesses posted strong performance.

In fiscal 2019, all five group companies posted strong performance. In particular, we have seen continued expansion in our two core businesses: our general waste collection business, and our industrial waste collection, transportation, and intermediate treatment business. Likewise, our two new businesses, "Okatazuke Service" and "Grease Trap Cleansing", are growing steadily. In keeping with our sense of mission that all of our businesses should support our social infrastructure, we continue to focus on conducting our business appropriately through our daily operations and ongoing regulatory compliance.

Regarding our response to the COVID-19 pandemic that emerged suddenly in the fourth quarter, we established a countermeasure headquarters under my leadership (Kenichi Akazawa, as a Chief of Headquarters) in early March of this year. This initiative was in accordance with our Business Continuity Plan (BCP); accordingly, we have focused on ensuring the continued operation of each one of our businesses while maintaining our primary focus on protecting all our employees from the risk of infection.

Amid the difficult situation in which our activities have been restricted to minimize the spread of infection, we achieved our goal of protecting the sanitary environment of the local community by enabling our employees to work together to fulfill their responsibilities. Notably, when collecting household waste, we were encouraged in our duties by local residents sending messages of support, as evidenced by the "thank you" messages that people posted in various locations.

The reason for the immediate triggering of our BCP in this emergency was our group

experience in 1995, in which the entire company set out to protect the environmental sanitation of the region subsequent to the immense damage to the Keihanshin area caused by the Great Hanshin-Awaji Earthquake. From our experience of this event, as well as the knowledge gained through our response to recent heavy rain disasters, we have been able to marshal an appropriate response to the COVID-19 pandemic.

We will promote long-term management addressing the state of society in 2030.

Beginning in fiscal 2020, we will contribute to society through a management approach that will accelerate our strategies throughout our medium- and long-term management plans targeting sustainable business growth and contribution to society through our business operation. With a focus on the society that will emerge ten years from now in 2030, we intend to count backwards from that point with a plan to establish the role our group should play and identify the important issues to be addressed during the three-year period beginning fiscal 2020. We have been working to establish a personnel foundation to date and have steadily trained the employees who will be able to play a central role in our business in each department. From among these talented individuals, we intend to identify and train the employees who will be responsible for the management of our group companies from 2030 onward.

We also believe it is essential that we develop an innovation foundation to create novel services as times change. Our group's strength is to implement on-site improvements in our day-to-day operations. By accumulating such innovations, we can seize opportunities to provide services, such as our "Okatazuke Service", that address societal issues.

In the future, we intend to strengthen our in-house innovation foundation and, if necessary, access external resources to resolve issues through collaboration with various organizations.

Developing the sense of mission required to maintain our business in the face of any circumstance

In recent years, management focused on ESG has become an increasingly important social requirement in the corporate world. Since the 1990s, when "environmental management" was first advocated in Japan, our group has been operating its businesses with an emphasis on corporate social responsibility (CSR). As a result, we emphasized the importance of establishing relationships with local communities early on. In 2011, we established "Kodomo Nogyo-juku" ("Children's Agricultural School") to provide children with hands-on opportunities to learn about agriculture's important links to natural cycles.

Against this background, our group will continue to promote ESG management and contribute to the realization of the UN's Sustainable Development Goals (SDGs). At the root of this commitment is our mission to maintain our business in the face of any circumstance and protect the environmental sanitation of our local communities.

From the perspective of the SDGs, the need to address climate change and the emergence of infectious diseases are extremely important issues. Our group is no exception in this regard, as these issues represent major challenges to the maintenance of our business operations. On the other hand, we will sincerely address each issue through the use of ICT (information and communication technology), and we intend to continue demonstrating our strengths in the field that we have cultivated over many years.

I look forward to the continued support of our stakeholders as we pursue these initiatives in the year ahead.



Outline of Good Holdings Group

Group Chronology

1953 The Company founder establishes a waste collection and recovery business.

1968 Daiei-Eisei Inc. is established.

1974 Daiei Service Co. Ltd. (currently REVACS Corporation) is established.

1976 Daikyo Kougyosyo Inc. (currently Daikyo Corporation) is established.

1984 Daiei Service Co. Ltd. opens a waste treatment center in Naruohama, Nishinomiya, Hyogo.

1999 Daiei Service Co. establishes a business alliance with other companies in the field.

2006 Daiei Service Co. renovates its industrial waste crushing facility.

Daikyo Kougyosyo Inc. is reorganized as Daikyo Corporation.

2007 Daiei Service Co. constructs a drying plant for organic industrial waste and launches its biomass fuel business.

2008 Daiei Service Co. opens a Reverse Management Center as a recycling business for beverage products.

2009 Daiei Service Co. Ltd. is reorganized as REVACS Corporation.

2010 Daikyo Corporation (currently Daikyo Clean Corporation) launches a grease trap cleansing business.

2011 Daiei Corporation (currently Relief Corporation) launches its Okatazuke Service business.

2013 Relief Corporation launches its overseas reuse business.

2014 Relief Corporation opens its Kanto business office in Adachi, Tokyo.

REVACS Corporation launches its “swell” business.

REVACS Corporation constructs a biomass boiler and begins in-house production.

2016 REVACS Holdings Corporation is renamed Good Holdings Corporation.

Relief Corporation and Daikyo Clean Corporation open business offices in Misato, Saitama prefecture.

2017 Good Holdings Corporation opens an office in Chiyoda, Tokyo as its group business hub in the Kanto area.

2018 Relief Corporation opens its Nagoya Office in Nagoya, Aichi prefecture.

Daikyo Corporation launches Gcareer, a staffing and recruitment business.



2006 Industrial waste crushing facility is renovated.



2007 Biomass fuel business is launched.



2008 Reverse Management Center is opened.



2010 Grease trap cleansing business is launched.



2011 Okatazuke Service business is launched.



2013 Overseas Reuse Service business is launched.



2014 “swell” business is launched.



2014 New biomass boiler is installed.

REVACS Corporation

- Collection, transportation and intermediate treatment of industrial waste
- Cleaning and management of various facilities

Location : 2-1-16 Naruohama, Nishinomiya, Hyogo
President & Representative Director : Eiji Yamamoto
Capital : 81 million yen
Number of employees : 54
Annual sales : 1,475 million yen

- 【Main Business Activities】
- Collection and transportation of industrial waste and specially controlled industrial waste
 - Intermediate treatment (shredding and drying) of industrial waste
 - Recycling of beverage products
 - Cleaning and management of wastewater treatment facilities

Relief Corporation

- Okatazuke Service
- Overseas Reuse Service

Location : 2-1-26 Naruohama Nishinomiya, Hyogo
President & Representative Director : Kenichi Akazawa
Capital : 50 million yen
Number of employees : 28
Annual sales: 382 million yen

- 【Main Business Activities】
- Okatazuke Service
(Disposition of personal effects before and after death, and recycling of personal effects)
 - Overseas Reuse Service

Daikyo Clean Corporation

- Grease trap cleansing

Location : 2-1-16 Naruohama Nishinomiya, Hyogo
President & Representative Director : Masafusa Tsuda
Capital : 80 million yen
Number of employees : 33
Annual sales : 403 million yen

- 【Main Business Activities】
- Cleansing of commercial grease traps and maintenance of grease interceptors

Daiei Corporation

- Waste collection in Nishinomiya

Location : 2-1-26 Naruohama Nishinomiya, Hyogo
President & Representative Director : Hiroyuki Kimura
Capital : 10 million yen
Number of employees : 68
Annual sales : 932 million yen

- 【Main Business Activities】
- Collection and transportation of general waste in Nishinomiya
 - Collection and transportation of industrial waste

Daikyo Corporation

- Waste collection in Itami
- Staffing and recruitment

Location : 5-3-31 Kitagawara, Itami, Hyogo
President & Representative Director : Kazuhisa Morishita
Capital : 6 million yen
Number of employees : 58
Annual sales : 535 million yen

- 【Main Business Activities】
- Collection and transportation of general waste in Itami
 - Collection and transportation of industrial waste
 - Staffing and recruitment business

Good Holdings Corporation

Annual Group Net Sales ^{※1}

3,707 million yen

Number of Group Employees ^{※2}

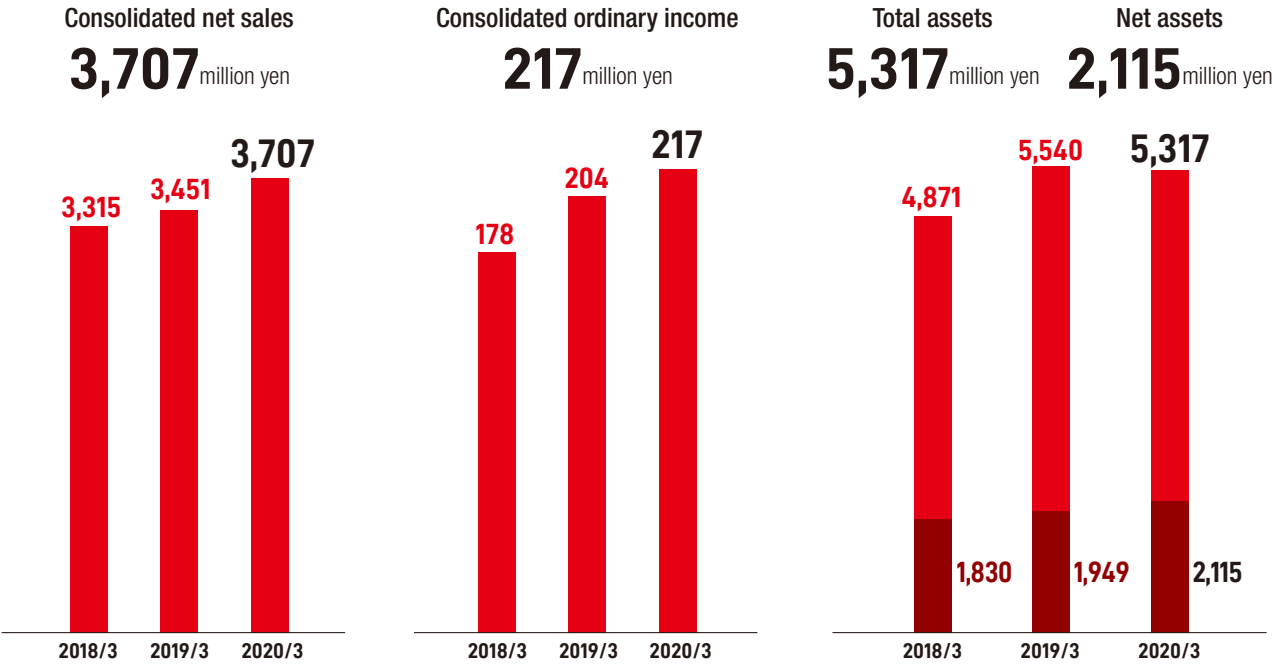
253

^{※1} Fractions are omitted (same throughout document unless otherwise stated). ^{※2} Denotes full-time employees.

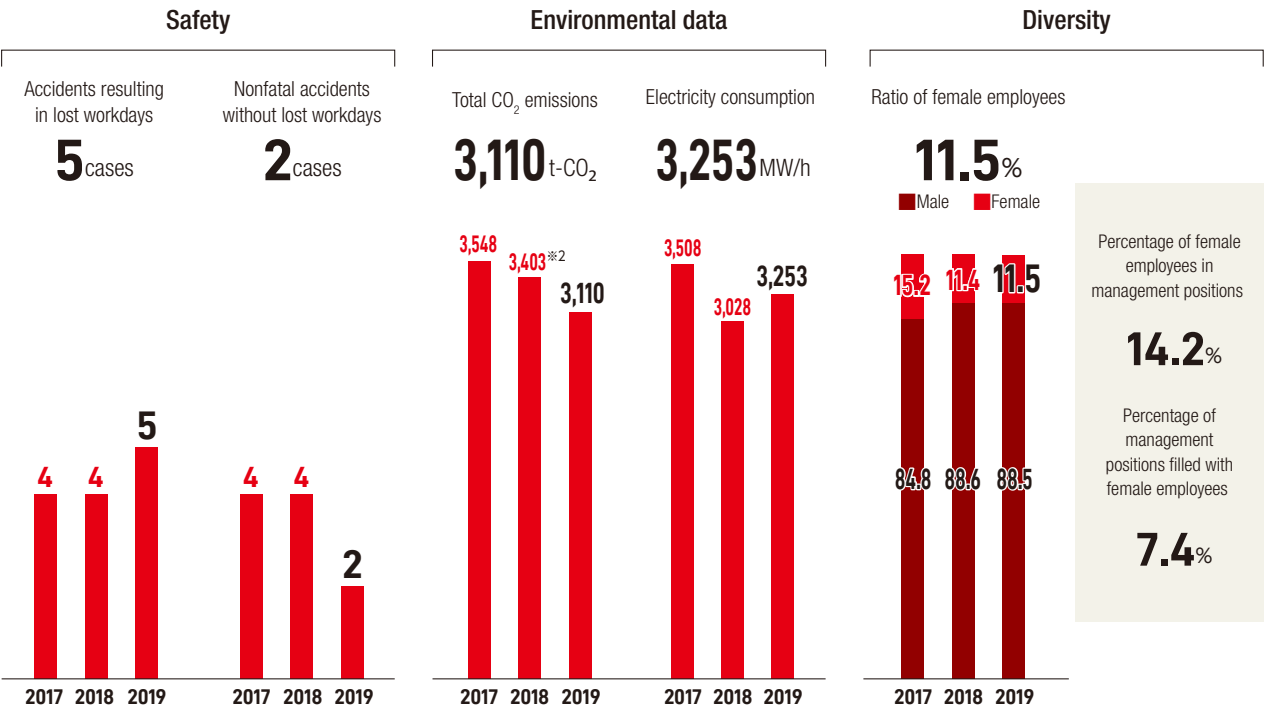
[※]All companies listed above are wholly owned subsidiaries.
[※]Data is effective as of March 31, 2020.

Financial information & Non-financial information

Financial information



Non-financial information



※2 The values for fiscal 2018 were in error in the previous edition and have been corrected above.

Good Holdings Group Highlights for 2019

Recipient of the Award of Excellence from the 23rd Environmental Communication Awards



The Good Holdings Group Sustainability Report 2019 was the recipient of the Award of Excellence under the Environmental Report Section of the 23rd Environmental Communication Awards (hosted by the Global Environmental Forum and Ministry of the Environment).

Sailing Team World Championship

The “2019 Snipe Class World Championship Regattas” were held in Sao Paulo, Brazil from October 8 to 12, 2019. Held every two years, this event determines the yachting world champions in the Snipe class. Mr. Moritani (of REVACS Corporation), who finished 8th at the 2018 All-Japan Championships, and Mr. Yamamoto (of Daiei Corporation), who participated as a member of the Japanese National Team, competed as a formidable pair in this championship.



Relief Corporation airs “Ihinseiri no Pro” TV commercials.

Relief Corporation, whose services include the disposition of personal effects after death, began broadcasting its first television commercial on January 6, 2020. This commercial, which addresses common concerns about the disposition of personal effects after death, was broadcast across Japan in two versions, the “speed version” and “reuse version.”

Award Received from by the City of Itami Environmental Beautification Promotion Council

Daikyo Corporation was presented with an award from the Environmental Beautification Promotion Council of the City of Itami. This award recognizes outstanding environmental conservation and beautification efforts in that city. Our contributions to education in the areas of the environmental and food were targeted at children who will lead the next generation. Our initiatives involved cleaning up worksites as well as environmental beautification activities in Itami. We also donated sweet potato seedlings to elementary schools in the city.

Media appearances and publicizing of achievements

- Relief Corporation

 - National broadcast of Ihinseiri no Pro television commercials
 - February 25, 2020 issue of Recycle Tsu-shin, “The Reuse Business Journal”
 - November 2019 issue of Station CO-OP, The Consumer Co-operative Kobe
 - Junkan to Kurashi, Issue No. 8, Japan Society of Material Cycles and Waste Management
 - Material provided to Minoru Asayama for his book Otomurai no Genbanin's Reportage : “Sogito Sono Shuhenn-wo Miniiku”, published by Chuokoron-Shinsha, Inc.
- Daiei Corporation

 - “Mint!” television broadcast on MBS TV

Awards Record

- 2018
 - Award of Excellence, Environmental Report Section, 22nd Environmental Communication Awards
- 2017
 - Award of Excellence, Environmental Report Section, 21st Environmental Communication Awards
- 2016
 - Award of Excellence, Environmental Report Section, 20th Environmental Communication Awards
 - Award of Excellence, Large Enterprise Section, 2016 Environmental Human Resource Development Awards
 - Outstanding Business Plan Award, 2016 Senior Business Contest
 - Excellent Athlete Award (International Competition), Sailing Team, Hyogo Prefecture Sports Association
- 2015
 - Award of Excellence, Environmental Report Section, 19th Environmental Communication Awards
 - Encouragement Award, SME Section, 2015 Award for Companies Promoting Experience-based Learning Activities for Youth
- 2014
 - Encouragement Award, 2014 Environmental Human Resource Development Awards
 - Award of Excellence, Environmental Report Section, 18th Environmental Communication Awards
- 2013
 - Award of Excellence, Environmental Report Section, 17th Environmental Communication Awards
- 2012
 - Special Award for Environmental Management, 70th Anniversary of the Nishinomiya Chamber of Commerce and Industry
 - Section Manager Award, Industrial Waste Section, CSR2 Project Compliance Section, Ministry of the Environment
 - Encouragement Award, Environmental Report Section, 16th Environmental Communication Awards



REVACS Corporation

Eiji Yamamoto
President & Representative Director

In response to customer feedback, we are taking on the challenge of recycling all types of industrial waste.

Reflections on Building a Business Meeting the leadership challenge of the shift into the recycling business

Since our establishment as Daiei Service Co. Ltd. in 1974, we have maintained our focus on the business of collecting and transporting industrial waste and offering intermediate treatment services for about half a century. In the 1970s, Japan's pollution problems had become quite serious. The need to reduce this environmental impact was the impetus behind the launching of our business. Since the 1990s, along with increased awareness of the need to promote a social committed to recycling, we have been among the first to address the recycling of waste resources. At a time when the term "recycling" was still somewhat novel, the shift to a business focused on resource recycling marked a major change of direction for us, but we have taken the transition to a comprehensive recycling business one step at a time with the determination that building relationships of trust with local communities is an essential aspect of our business.

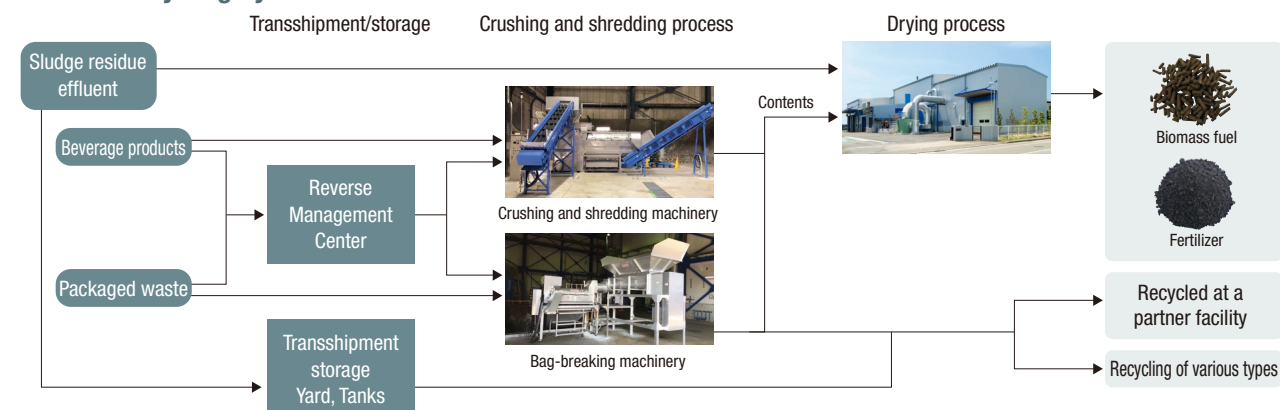
Throughout this time, we have expanded our business by continuing to provide appropriate and valued processes at the right price while fulfilling the needs of customers in various industries. In addition to becoming familiar with various technologies and gaining expertise through our

day-to-day operations, we have built an extensive network encompassing customers, business partners, and government agencies.

At the same time, we have endeavored to establish an in-house management system in order to provide uninterrupted services to our customers under all circumstances. In addition to strengthening our systems in accordance with the standards of the International Organization for Standardization, or ISO, and the requirements of corporate governance, we have actively addressed the need for information disclosure through our annual CSR reports (currently titled the Sustainability Report). We intend to earn the trust of all stakeholders with a management approach that emphasizes legal compliance and transparency. Moreover, in addition to being dissatisfied with the status quo, we establish a recycling flow that is more environmentally friendly and ahead of the times. This approach clearly embodies our implementation of "Goho-Yoshi", our group management philosophy.



REVACS Recycling System



Addressing the SDGs Through
Our Business Operations



Outline and Features of Our Business

Recycling difficult-to-treat waste and maintaining the functions of the plant's environmental infrastructure

We currently operate a waste treatment center in the Hanshin area and have nurtured a business environment that takes into account both customer convenience and environmental measures. We are the only company in our group to have demonstrated our strengths with treatment plants. We are developing a food recycling business and an alliance

network for recycling biomass and organic waste. In recent years, we launched our "swell" business as a cleaning service for factory infrastructure that builds on our expertise in the collection and transportation of industrial waste.



Recycling organic waste for biomass

Organic waste discharged from plants —such as activated sludge, plant and animal residues, and beverages — are dried by mixing to reduce their weight significantly, resulting in 100% recycling of this waste as a biomass resource. The dried sludge after treatment is used in a wide variety of recycling applications, including uses as fuel, fertilizer, and carbide.

In the operation of our treatment plant, we are working to reduce greenhouse gas emissions by introducing biomass boilers and high-efficiency operations. We are also focused on reducing the environmental impact by implementing all possible odor measures with various deodorizing devices.



Biomass boiler



Reverse Management Center (RMC): A dedicated storage facility for waste beverages



Food recycling

We recycle beverage products and food waste resulting from product expiration and manufacturing losses. We have constructed our own recycling flow that optimally integrates special bag-breaking machinery for food containers and packaging with multiple food-recycling facilities. These include a dedicated warehouse for storing, unpacking, and sorting waste. This configuration makes it possible to recycle a wide range of food wastes, from beverage products to solid and slushy foods at a cost lower than that of incineration.



Cooker (Processes waste into biomass fuel in about 4 hours.)



Beverage container crusher

Contributing to society through our business operations

Accelerating our efforts to improve the quality of recycling

Although we are currently engaged in recycling, the ultimate goal for society is to adopt practices that eliminate the need for recycling. However, implementing these practices is extremely difficult. In this effort, it may first be necessary to improve the quality of recycling. With a policy of obtaining the maximum potential of waste through ingenuity, we believe

that our mission is to respond to individual requests by building on the relationship of trust we have established with our customers. Our goal is to further contribute by responding candidly to the social issues that arise in the years ahead.



Our “swell” business offers cleaning services targeting factory infrastructure.

We offer specialized cleaning services for wastewater treatment facilities and other in-plant facilities. We operate a fleet of specialized vehicles, including one of the largest and most powerful suction vehicles in Japan and can accommodate work at height with our lift equipment. In response to concerns about how to clean certain

facilities and who to call, we can offer our vast experience in cleaning to propose the ideal solution for on-site work.



Vacuum truck



Typical worksite



Business Alliance Network

The option to outsource the treatment of industrial waste meets a variety of needs, including sharing of risk and cost reduction. In addition to offering the advantage of a transshipment storage facility in the Hanshin area, we offer optimal collection and transportation methods as well as treatment methods selected from a wide network

according to the nature of the waste and the emissions situation. In addition, we not only propose treatment processes, but also provide total support for outsourcing the tasks of waste-generating businesses.

Mitigation initiatives targeting environmental burdens

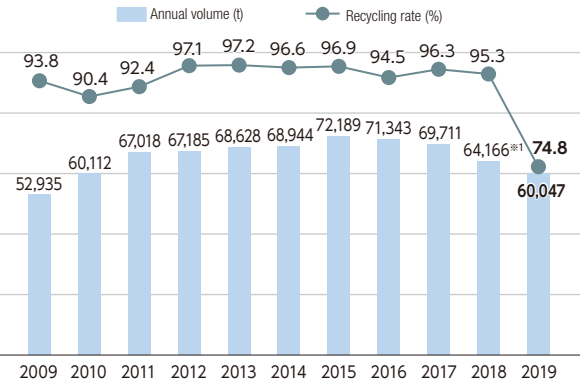
Recycling rate for industrial waste

Higher-quality recycling is our goal.

Beginning in fiscal 2019, the data on recycling covered only recycled waste and waste-to-fuel conversion. This change was undertaken in order to change the calculation method of the recycling rate and to expand the scope of suggestions for higher-quality recycling. Waste treated with thermal incineration, which had been considered “recycled” until last year, is now excluded from recycling data. As a result, the recycling rate for fiscal 2019 showed a decrease compared with the previous year, but we will continue to focus on higher-quality recycling in order to respond to the needs of customers who are addressing the effective use of material resources; prolonging the life of landfill sites, which are industrial resources; and recycling industrial waste.

※ The recycling rate is calculated from the percentage of the annual volume handled that is diverted to recycling processes.

Annual volume and recycling rate of industrial waste handled by REVACS Corporation



※ 1 The values previously posted for the fiscal 2018 year were in error. The correct values appear above.

Waste handled by REVACS Corporation	
Drying of sludge, residue and effluent	Largest recycling plant in the Hanshin area ▶ 100 t/day
	Stable performance ▶ 36,000 t/year
Crushing of packaged food containers and the like	Processing volume ▶ 43 t/day (including contents)
	Multiple permits ▶ 3 types
	● Waste plastics ● Scrap metal ● Glass, concrete and ceramic waste
Treatment of waste beverages	Largest beverage handling capacity in Japan ▶ 8,000 t/year
	Capacity ▶ 585 m³ corresponding to the Japan Food Recycling Law

Odor mitigation measures

Complying with regulatory requirements with a variety of mitigation measures

We have installed four activated carbon deodorizers in the crushing and transshipment/storage facility and have constructed shutters around our storage yards for sludge and for plant and animal residues. These shutters remain closed except when the waste is being delivered. High-concentration odors generated in the drying facilities are combustion-deodorized in the combustion chambers of the biomass boilers. As for various low-concentration odors, these are neutralized with chemicals by chemical cleaning equipment. In fiscal 2019, the results of odor measurements required under the Environmental Protection Agreement with Nishinomiya City were all within regulatory values (p. 20).

Water pollution prevention measures

Maintaining water quality through regular analyses

Wastewater generated during the waste treatment process is released into the sewer system only after the total volume has been fully treated by our water treatment facility. We have installed a pH meter in our wastewater treatment facility to provide continuous monitoring as part of our regular analysis of the water we discharge. We have adopted voluntary standards that are even more stringent than the regulatory values, and we conduct voluntary testing for the monthly wastewater quality inspections undertaken by the competent authorities in an effort to prevent any problems from arising.

Energy consumption of the Waste Treatment Center

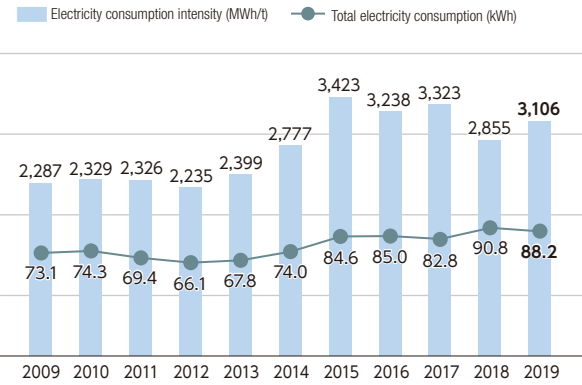
Treatment Center

Our commitment to energy efficiency

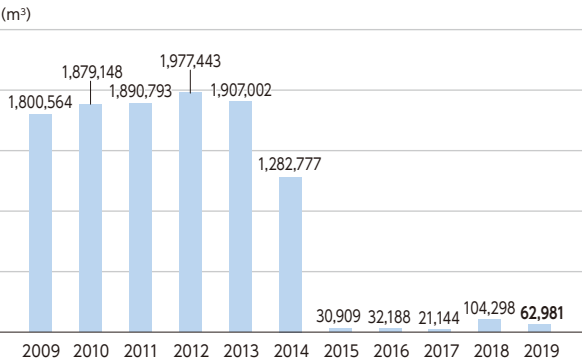
The REVACS Waste Treatment Center, a crushing and drying facility, is powered by electricity and city gas. Electricity consumption in fiscal 2019 totaled 3,105,729 kWh.

The number of plants reporting in fiscal 2018 was reduced due to plant shutdowns resulting from fire damage. For fiscal 2019, all data is reported as year-on-year as a result of timely plant repair efforts, but this resulted in a decrease compared with fiscal 2017 values.

Electricity consumption of the Waste Treatment Center



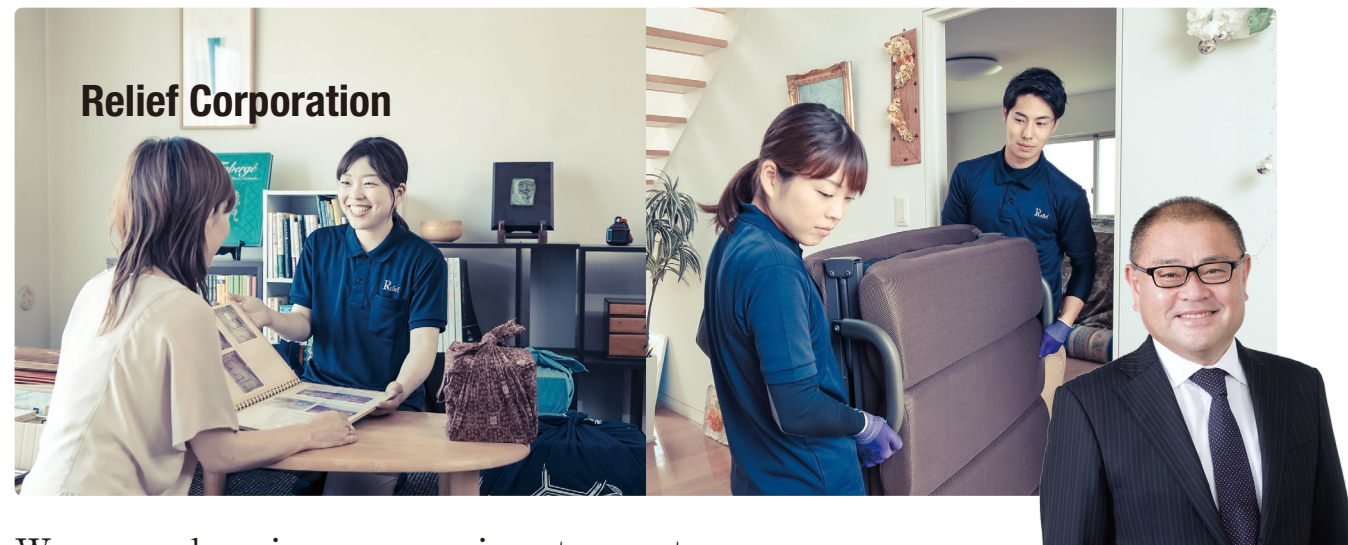
City gas consumption of the Waste Treatment Center



Measures to prevent leakage and outflow from spills of waste beverages

Committed to preventing waste leakage and outflow

Our Reverse Management Center has installed gutters along its periphery and an 8-cubic-meter reservoir so that any spill or leakage due to collapse or unpacking of the waste beverages in containers located onsite does not escape the site. In addition, when collecting and transporting waste with a high water content, we use watertight containers with rubber gaskets to prevent leakage.



We are enhancing our services to meet “end-of-life challenges” in an aging society with a low birthrate.

Overview and Approach to the Business

We developed our “Okatazuke Business” in response to local customer feedback.

The company officially launched this business in 2011. It was originally derived from within our group company Daiei Corporation. As part of our waste collection services and in response to requests from local governments and individual customers about 10 years earlier, we commercialized the organization and disposition of personal effects after death. Furthermore, we have about 40 years of experience in cleaning up, at the request of government agencies, the homes of those who have died alone. Around 2008, we established an organization specializing in what we call “Okatazuke Service” in order to respond to the increasing demand for the disposition of personal effects after death against the background of Japan’s declining birthrate and aging population.

In promoting this project, we have sought to provide services that are valued from the customers’ perspective above all; moreover, we have focused on improving the value of our business with the goal of contributing to society. For example, one employee assumes all responsibility for the service from receiving the order to providing the complete service. Thus, the salient feature is to provide a service that respects the customer’s wishes. As for dealing with unneeded items resulting from our “Okatazuke Service”,



rather than simply discarding them, our “Overseas Reuse Business” typically exports items of value to countries where they are sold at local recycling shops.

Conventionally, waste collection services are carried out outside the home, whereas our “Okatazuke Service” is provided inside the home itself. However, our waste collection and interior clean-up services both solve problems for individual customers. We have developed our “Okatazuke Service” with a sincere desire to be of assistance to our customers in every manner practical.

Contributing to the soundness of the industry through initiatives such as fully clarifying the scope of our services and our standard rates

In recent years, Japanese society has become familiar with the concepts of “disposition of personal effects after death” and “disposition during one’s lifetime.” However, when we launched our business, the pricing structure and nature of our services were not always clear. At that time, the industry had not become fully established. We therefore took the initiative not only to be fully transparent about our fees and scope of our service, but also to launch our business with the aim of ensuring the industry developed in a sound manner by avoiding unpopular practices such as billing for additional charges after an estimate is provided.

Moreover, from the perspective of our group business strategy and in order to be of use in the family homes of our customers, we sought to focus on the upstream flow of goods in addition to the conventional approach of collecting and transporting household waste. We aim to emphasize the further growth of our employees as we continue to develop new businesses.

At the same time, since all our group companies practice full compliance with waste disposal regulations, we assume responsibility for the final disposal of unneeded items collected through our “Okatazuke Service”.

Kenichi Akazawa
President & Representative Director

Addressing the SDGs Through
Our Business Operations



Features and strengths of our business

Our Overseas Reuse Business, which makes use of unneeded items acquired through our “Okatazuke Service”, posts continued growth.

We determine the fair value of items collected through the “Okatazuke Service” in Japan and export them overseas, where they are sold as “Used in Japan” products.



Okatazuke Service

Currently, we operate out of three main locations: Tokyo, Nagoya, and Nishinomiya City, Hyogo prefecture. Since 2015, we have increased the number of locations under our franchise system. As of March 31, 2020, 12 locations are in operation nationwide with a total of 9,401 contracts fulfilled.

In addition to undertaking the disposition of personal effects after death and during one’s lifetime, we remove leftover items from vacated residences and perform special cleaning services, dealing with the residences of so-called “hoarders”. We also accommodate various customer requests such as the purchase of valuables; housecleaning, deodorization and disinfection; and handling the appropriate disposal of Buddhist altars.

Currently, we are accelerating our cooperation with other industries as the need increases for disposition of personal effects after death and during one’s lifetime. In addition to partnering with more than 500 companies, including real estate companies and funeral homes, we present “Okatazuke Seminars” promoting our services at events addressing end-of-life issues sponsored by securities companies and department stores. In the future, as Japanese society continues to age, we will remain committed to accommodating with sincerity the need for disposition of personal effects after death and during one’s lifetime, which is becoming a major social issue.



Okatazuke Seminar



Overseas Reuse Business

We opened the door to the Overseas Reuse Service with a single commitment: “We want to make effective use of the unneeded items, usable as resources, that result from the disposition of personal effects after death and during one’s lifetime.” With the realization that “Used in Japan” items are popular in Southeast Asia and elsewhere, we have been selling the unneeded items that we collect through our “Okatazuke Service” at recycling shops outside Japan since 2013.

Currently, we are developing sales channels in 10 countries, including Thailand and the Philippines in Southeast Asia. We maintain our Overseas Reuse Business under a policy of “putting items to good use where they are most needed.” We do this by conducting surveys of local needs in advance. In Japan, it is possible to minimize waste through reuse and to reduce the cost of the “Okatazuke Service” by eliminating disposal costs. At the same time, we recognize that “Used in Japan” items are also popular with local customers who can purchase them at affordable prices, so we expect future business growth through an approach that benefits both groups of customers.



Reusable items on display in local recycling shops



Masafusa Tsuda
President & Representative Director

As a trusted partner, we help our customers in the food and beverage industry maintain stringent hygiene standards.

Overview of the business and rationale for its establishment

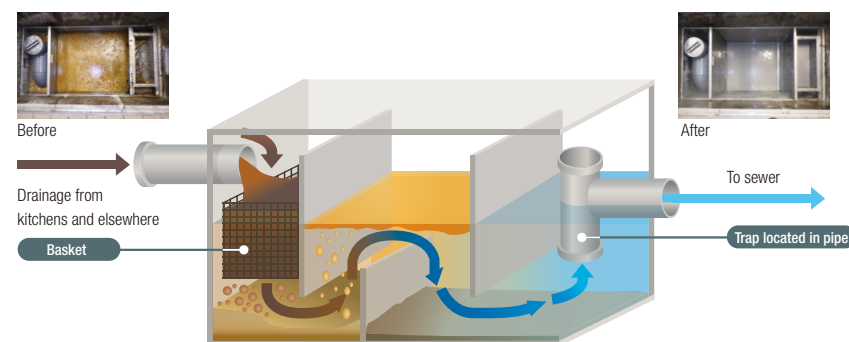
We launched a grease trap cleansing service in response to customer demand.

Our company is a spin-off of Daikyo Corporation, a group company. In 2010, a customer of a major restaurant chain engaged in the proper disposal of waste contacted us about difficulties they encountered when attempting to clean grease traps (oil-water separation interceptor device) in restaurant kitchens. We launched our grease trap cleansing business in an effort to meet this challenge.

Restaurants are required to separate oil from drainage so that sewer pipes do not become clogged with grease and oil. A grease trap is a device that separates vegetable waste and leftover food from the outflow of a commercial kitchen. A wire mesh basket is used to trap the grease and oil in the outflow into the sewer system. The oil floating in water needs to be removed regularly, and failure to do so can attract pests and result in unpleasant odors.

Currently, we provide grease trap cleansing services in a total of 14 prefectures in the Kansai and Kanto regions of Japan. The number of annual contracts we fill now surpasses 20,000. We also use our high-pressure cleaning technology and expertise to clean water storage tanks and water pipes in large-scale facilities such as hospitals, shopping malls, and airports.

Operation of a grease trap



Business expansion in the Kansai and Kanto regions

The starting point of this business is our desire to improve our customers' business environment. While we have established relationships of trust with our customers by developing our environmental business, we have also been able to devise new services after receiving feedback from customer about various problems they deal with. Although we encountered a range of difficulties at the beginning, the founders of this service managed to overcome these challenges one by one with ingenuity and the expertise developed through proper waste treatment as developed by Daikyo Corporation. Now, after cleaning, our customers' grease traps become as clean as new. It is a great pleasure for us to receive positive feedback and view the surprise and gratitude of our customers.

Addressing the SDGs Through Our Business Operations



Addressing the SDGs Through Our Business Operations

Features and Strengths of Our Business

In developing this business, we have demonstrated our strengths by consistently handling every task involved in cleaning and servicing grease traps. In order to appropriately respond to a wide range of situations in the

field, every one of our employees first asks, "What does the customer desire?" We consider ourselves unique in always providing our services with this in mind.



Comprehensive and appropriate service in compliance with laws and regulations

We conduct our business in accordance with all relevant laws and regulations. This approach has remained our group-wide policy since our founding, and we uphold it in our grease trap cleansing business as well. All oil and food residues that accumulate during cleaning are properly disposed of as industrial waste. As proof that our service has been performed appropriately, we provide the customer with a manifest once the job is completed.



Servicing a wide range of facilities from retail storefronts to building complexes

In addition to serving retail storefronts, we can accommodate customers in high-rise buildings, underground structures, and large-scale complexes that can be difficult to deal with. In order to handle such a wide range of different situations, we maintain a variety of specialized machinery such as vacuum trucks, high-pressure cleaning trucks, and portable cleaning equipment so that we can respond with precision to customer requirements.



High-quality services intended to ensure complete customer satisfaction

All our cleaning technicians are qualified as industrial waste professionals. We remain focused on doing our work carefully with diligence no matter what the task, from the carrying in of cleaning equipment to performing the cleaning services, issuing manifest

documents, and removing the equipment. In fiscal 2019, we fulfilled more than 20,000 service contracts with zero complaints. In short, we are dedicated to providing our customers with peace of mind.

Contributing to society through our business operations

Creating business models that can grow together with the food and beverage industry

All our employees share the idea that our greatest advantage is to provide services that please our customers. We believe our company's mission is to provide services that help prevent water pollution by reducing the amount of sludge discharged by our customers. Clearly, our work is beneficial to our customers and to society as well. By sharing these values with all, we are improving our services while enhancing employee satisfaction. Currently, as the scale of our business continues to expand, we aim to provide services of even higher quality by focusing on employee training.

Although we currently outsource waste disposal, our medium and long-term goal is to establish a system that enables us to complete all operations in-house in our own treatment facilities. Moreover, our vision is to utilize the recovered oil as an energy source and develop it into, for example, a power generation business. Through these initiatives, we are supporting the hygienic operation of the food and beverage industry while preserving the local environment. In this way, we are constructing a system that can continually grow together with our customers.



As a service provider, we are improving the value of general waste collection and transportation.

Hiroyuki Kimura
President & Representative Director

Committed to providing our services without interruption

As an approved contractor licensed to collect and transport general waste, we are engaged in the collection and transportation of household and business waste and bulky household waste in Nishinomiya City, Hyogo prefecture. We remain committed to providing our services without interruption at any time. We accommodate the problems of local residents with sincerity and strive to solve them as we collect and transport waste.

Moreover, as a company that values our customers, employees, and business partners, we firmly uphold the spirit of our group's management philosophy of "Goho-Yoshi" (beneficial to all five parties) and are dedicated to providing services that are closely linked to the local community.

Promoting the transparency of our general waste collection and transportation services

One focus of our business development efforts over the years is to maintain the transparency of our general waste collection and transportation services. About 14 years ago, we led the industry in introducing our Scale Packer, a waste collection vehicle with a scale capable of weighing the waste as it is loaded into the vehicle. With our "Waste Weighing System", we have been able to ensure the transparency of the monthly amount of waste collected from each customer. At the same time, we introduced a "Metered Rate System" that has enabled us to visualize the amount of waste and thereby charge fees tied to the amount collected. In short, we have established a mechanism that contributes to a reduction in customer costs while reducing waste.

Although our waste reduction efforts led to decreased company revenue, we have maintained our business in the belief that waste reduction is a pressing social issue. Even if sales were to decline, treatment costs would also be reduced accordingly, so we are seeking to contribute to society while practicing sound management. At the same time, through cooperation with Nishinomiya City and local residents, we have been

working on the separation of waste at an early stage in the process. We pride ourselves on our business contributions to local environmental initiatives.

Developing a business that enables its employees to take pride in their work

In the general waste collection and transportation business, we see it as our management mission to ensure our employees can take pride in their work. Therefore, by focusing on employee training and improving driving safety and interpersonal relations, we are making day-to-day efforts to become a service provider that local residents are eager to do business with.

In 2017, we launched the "Sakura Team", the first all-female waste collection team in the Kansai area. Featuring a logo with a motif depicting cherry blossoms, the city flower of Nishinomiya, the team's pink waste collection trucks create an image of cherry blossoms blooming all year long throughout the city. Local residents have continued to express their appreciation of this initiative.



Scale Packer use to weigh the amount of waste collected

Addressing the SDGs Through Our Business Operations



Business Initiatives and Challenges

Formulating and executing a BCP in preparation for natural disasters and outbreaks of infectious disease

As mentioned previously, we collect and transport waste with a commitment to providing this service without interruption at any time. However, a number of incidents have occurred that can hinder the provision of these services, such as global warming-related events and the recent outbreak of the COVID-19 pandemic. These circumstances have made it necessary for us to formulate and implement a BCP as an important management priority.

In 2018 in particular, the parking lot used by our waste collection trucks was submerged due to flooding that resulted from a typhoon, which obviously hindered our business operations. In response to this situation,

we secured a new parking lot in April of this year that is located at a higher elevation to ensure that we are fully prepared in the event of a repeat flooding event.

On the other hand, the spread of the COVID-19 pandemic has presented major challenges to the safe collection and transportation of waste. Since March of this year, we have been focused on implementing a BCP to ensure the safety of our employees by taking comprehensive steps to prevent infections. Although some of our operations have been affected, we have fulfilled our mission to maintain our waste collection services through the joint efforts of our management and employees.



Gratitude for the many messages of support from local residents

Considering the growing number of people in Nishinomiya City infected with COVID-19 virus since the spring of this year, our employees engaged in the collection and transportation of waste experienced some stress about their heightened risk of infection.

On the other hand, we received many messages of support from those who live along our waste collection routes. Many left a number of heartwarming messages on the garbage bags. Our employees were greatly encouraged and had their spirits buoyed by the warm messages of support on these bags. We would like to express our gratitude to local residents for their thoughtfulness and consideration.



Customer comments

We are very grateful for the letters and words of encouragement received.

As many families housebound by the pandemic spent their free time tidying up family belongings, the volume of waste increased considerably. Our employees pitched in to collect and process this increased amount of waste while implementing comprehensive initiatives to prevent infection, such as disinfecting waste collection vehicles, washing hands, and gargling.

During this time, we received many letters and words of encouragement from our local customers. Thanks to their

comments, all our employees were able to keep their spirits high as they worked. While the pandemic continues to create difficult working conditions, we hope to overcome this challenge in solidarity with the local community as we contribute to the development of a more comfortable city.

Hironobu Otsu





We value our ties to the community and seek to contribute through our environmental business.

Kazuhisa Morishita
President & Representative Director

Overview of the business and rationale for its establishment

Fostering a corporate culture that places our employees on an upward trajectory

By collecting and transporting general waste in Itami City, Hyogo prefecture, we are helping to create a living environment that enables local residents to live in comfort. After our many years of experience, we have been able to undertake proper waste disposal along with weight reduction.

Through our management approach, every day we seek to remain an enterprise that lives up to its nickname of “Itami’s own Daikyo.” As a company that provides uninterrupted services while rooted in the local community, we place great emphasis on ensuring our employees comport themselves to a high standard. We believe it is essential that each individual

employee take pride in the important task of collecting and transporting waste, a responsibility that is indispensable to the maintenance of a healthy society, while we maintain a corporate culture that puts our employees on an upward trajectory.

In addition, we have sought to uphold the viability of the industry by dealing honestly with local residents and the government. We will endeavor to create new services not only as a waste collection company but also as an enterprise that contributes to the affluence of local residents.

Meeting the Challenge of Emerging Businesses

We are contributing to the industry through our temporary staffing business, which specializes in serving the environmental sector.

Securing adequate numbers of personnel is a major issue in the waste collection and transportation business. In fiscal 2017, we sought to address this situation by launching Gcareer, a temporary staffing service specializing in the environmental businesses. By taking advantage of our many years of experience in waste collection and transportation, we have been able to assign adequate numbers of personnel to meet the needs of our business partners.

This business is now in its third year, and while we have managed to secure a stable number of drivers, work crew members, and other employees, the number of business partners we engage with is also increasing. Consequently, this business is continuing to grow steadily as a new venture. The strength of Gcareer lies in its extensive personnel training curriculum. We provide two weeks of training for drivers and one week of

training for work crew members, instructing them on how to undertake their work, drive vehicles, and maintain safety, responsibilities that differ from region to region. Following this training, we assign these employees to positions with our business partners.

In developing this business, we place great emphasis on creating a



Training provided under the supervision of veteran staff imparts the basic skills required for this work.



Addressing the SDGs Through Our Business Operations



people-centered system that trains people to function as a corporate group that values the individual. In recent years in particular, the need for new places to work and new working styles has grown, and the development of a mechanism to respond to this reality is important. By adding the option of temporary staffing in addition to full-time and part-time employment, we believe we can offer workstyles that match the values

and circumstances of every member of our team.

In addition, because our business partners have made many requests to hire personnel as full-time employees, we launched a new recruitment service business last year. Through this effort, we are contributing to the sound development of the environmental industry by providing services that are beneficial to both our employees and our business partners.



An instructor provides training on vehicle operation to ensure safe driving.

Business Initiatives and Challenges

Becoming a company that takes on all the challenges of the environmental industry

As a company that takes pride in managing its environmental business, we strive to maintain services and improve quality. In recent years, we have witnessed the emergence of a series of natural disasters, infectious diseases, and other business risks. Thanks to our business continuity plan (BCP), however, we have established a system that ensures we can provide uninterrupted service.

Moreover, in response to customer feedback, we are working to resolve issues under our motto, “Never begin with a refusal.” For this reason, for several years we have convened a subcommittee on problem-solving within the company, and we continue to hold discussions with all team members. Going forward, we will remain a company that

customers refer to as, “Daikyo, the company that responds to every request.”



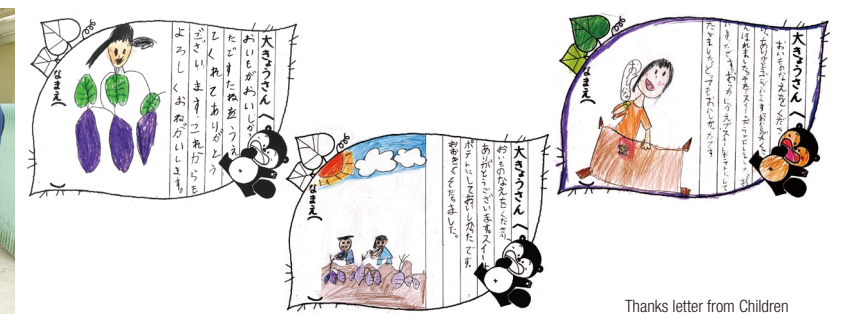
Subcommittee meeting



Donation of sweet potato seedlings to primary schools

We value our community ties as part of our commitment to our corporate social responsibility. In every year since 2010, we have donated sweet potato seedlings to local elementary schools, special needs schools, kindergartens and other institutions in Itami. This enables us to contribute to the environmental education and dietary education of children

through cultivation. The seedlings were germinated in leaf compost under the Kabutoyama Farmland Project, which is presided over by the Learning and Ecological Activities Foundation (LEAF) an NPO, in which our group also participates. We will continue to develop such initiatives in collaboration with local residents.



Thanks letter from Children

ESG initiatives

Since its founding, our group has developed its business with a singular mission of responding honestly to the challenges faced by local residents and nearby industries. We also strive to fulfill our social responsibilities as a corporate group integrated with society. In addition to strengthening our corporate governance, we have been addressing environmental and social management issues for many years and have continued to take gradual steps forward. We will continue to focus on solving emerging social issues and industrial challenges by building on the management foundation we have established to date.



Corporate Governance

- Organizational governance
- Compliance with laws and regulations
- Information disclosure and accountability



Environmental Initiatives

- Material balance
- Goals and achievements of initiatives
- Efforts to reduce environmental impact
- Environmental performance data



With Employees

- Goals and achievements of initiatives
- Occupational health and safety initiatives
- Human resource initiatives
- Creating an environment in which people can work with confidence



With the Community

- Goals and achievements of initiatives
- Communicating with customers
- Addressing consumer issues
- Responding to complaints and accidents



Corporate Governance



We will strengthen our efforts to implement sound and highly transparent management while validating the trust of our stakeholders.

Our Approach

The Good Holdings Group contributes to the development of society by providing outstanding products and services through businesses committed to sound and transparent corporate management while observing all relevant laws and regulations. Our basic approach is to meet the expectations of our stakeholders while validating their trust in us.

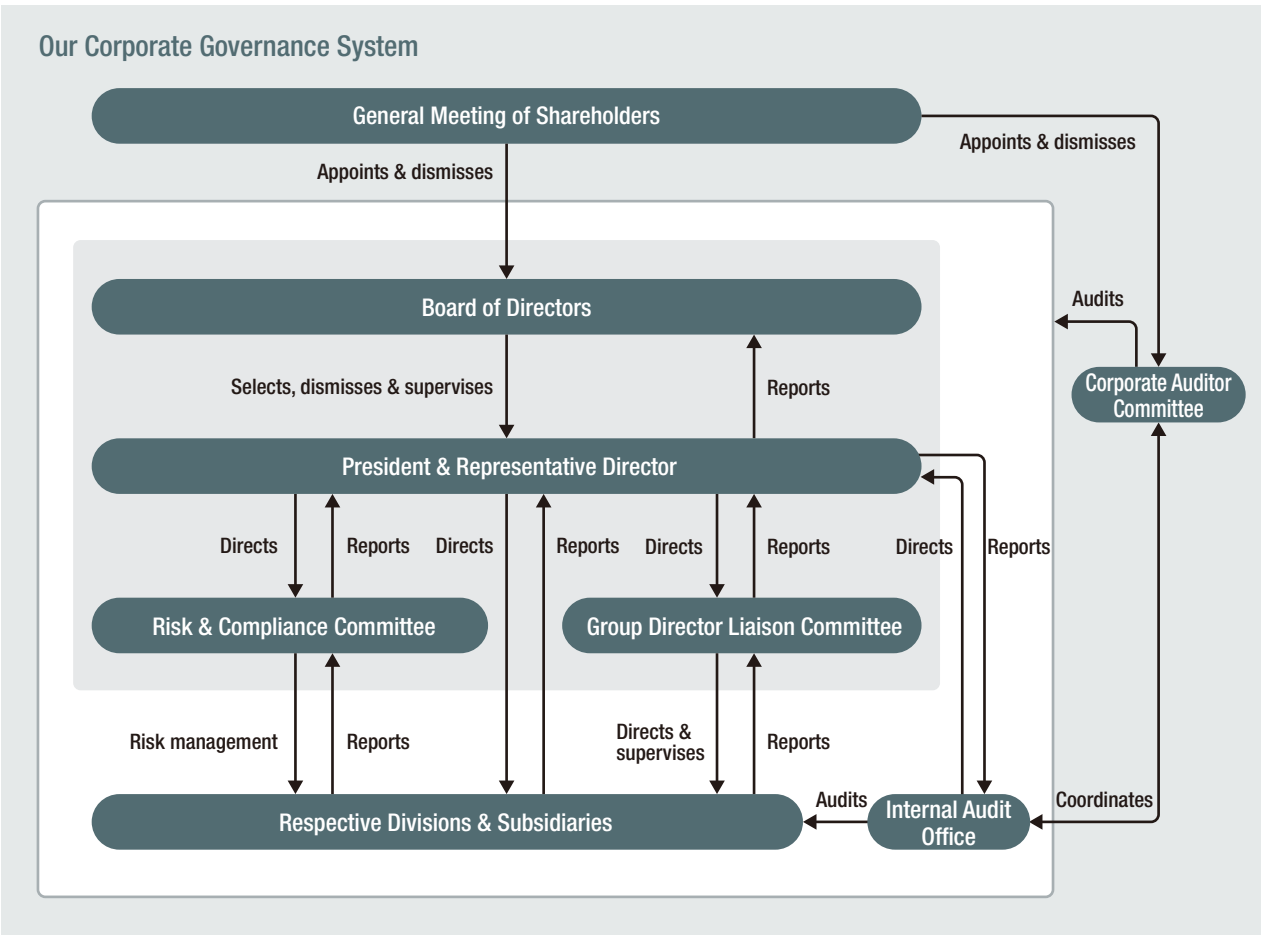
Organizational Governance

Management system

Emphasizing assured transparency and seamless execution of operations

To remain a trustworthy corporate group capable of validating the trust all stakeholders place in us, we strive for sound and highly transparent management and execution of operations. We also strive to

establish sound corporate governance with the aim of ensuring sustainable growth for the entire group while enhancing corporate value over the medium and long terms.



Other Bodies

Board of Group Department Managers This assembly of all group executives convenes for the purpose of information-sharing as well as reviewing and improving the activities of the various companies. The financial results and activities of each company are reported, and the useful initiatives and challenges of the respective parties are identified and recognized.

Business Meetings/Regular Meetings of Each Company Discuss and issue corporate policies to ensure smooth business operations.

Compliance Status

No record of serious violations of laws in fiscal 2019

We have specified the relevant laws to be observed on a company-by-company basis and ensure that they are duly observed. We verify that the required reports are submitted to the relevant authorities on schedule and that the business has been properly run according to the law.

We observed no record of any serious violations of laws in fiscal 2019.

Relevant laws (in part)

Law	Main content
Waste Management and Public Cleansing Act	Waste disposal standards, manifest management, contract-making and management, requirements for collection/transport vehicles (display of signage and markings)
Air Pollution Control Act	Emission standards for NOx, soot, dust and other substances
Sewerage Act	Effluent standard for sewage water and associated facilities
Noise Regulation Act Vibration Regulation Act Offensive Odor Control Act	Noise, vibration and odor standards
Road Traffic Act	Running speed, stopping and parking restrictions, prohibition against excessive loads
Road Transport Vehicle Act	Requirements for vehicle maintenance and inspection
Act on the Rational Use of Energy	Requirements for energy consumption reports, appointment of administrators, and other requirements
Act on Promotion of Global Warming Countermeasures	Reporting of CO2-equivalent greenhouse gas emissions
Industrial Safety and Health Act	Safety assurance; appointment and publicizing of health and safety monitors; cleaning up; and other tasks
Ordinance on Prevention of Anoxia	Measurement of oxygen concentrations; regular stocking and monitoring of protective equipment and escape tools; and other tasks
Fire Service Act	Provision of fire defense plan training; fire monitoring; and other tasks
Environmental Protection Agreement with NishinomiyaCity	Determining a method of measuring air pollution and foul odors and the like and their frequency of occurrence

Publication of Annual Sustainability Report

Published annually as a communication tool that conveys our progress on social and environmental initiatives as well as our business activities

In an effort to inform the public about our industrial waste disposal business and the principal activities of the Good Holdings Group, REVACS Corporation has been publishing an annual sustainability report since fiscal 2002. Daiei Corporation and Daikyo Corporation followed suit in fiscal 2008.

In fiscal 2015, following the Group's shift to a holding company system, the Good Holdings Group integrated these various company-specific reports into a single edition.

Our Sustainability Report 2019, published last year, was recognized for the 6th year in a row with an Award of Excellence from the Environmental Communication Awards.

We will continue to improve the Sustainability Report, as it represents an important method of communicating with our stakeholders.



Together with the Community



Becoming a corporate group that seeks to contribute to the community and the planet as a whole

Basic Approach

In an effort to contribute to the emergence of a sustainable society through our business operations, the Good Holdings Group promotes social initiatives intended to help resolve environment issues, promote community engagement, and contribute to the development of the communities in which we operate.

Objective and Achievement

Theme	To be a secure and trustworthy company		
	Target for 2019	Achievement in 2019	Target for 2020
REVACS Corporation	To continue our efforts to ensure safety while earning the trust of every stakeholder	• Providing environmental training sessions • Providing facility tours • Issuing an email magazine • Holding seminars	• Offering safe and reliable waste treatment services • Reducing food wastage worldwide
Relief Corporation	To contribute to the local community	• Participation in Kodomo Nogyo-juku • Issuance of the annual Sustainability Report	• Interaction with the local community • Presentation of the lifetime disposition seminar
	Participation in social initiatives	• Presentation of the lifetime disposition seminar • Holding of a joint memorial service	• Holding of joint memorial services
Daikyo Clean Corporation	To contribute to the local community	• Participation in Kodomo Nogyo-juku • Issuance of the annual Sustainability Report	• Participation in social contribution initiatives
Daiei Corporation	To contribute to the local community	• Issuance of the annual Sustainability Report • Participation in Kodomo Nogyo-juku	• Participation in social contribution initiatives
Daikyo Corporation	To interact with the local community	• Participation in local softball matches • Participation in local cleaning events	• Interaction with the local community
	Participation in social initiatives	• Issuance of the annual Sustainability Report • Cleaning activity (weekly) • Donation of sweet potato seedlings to primary schools	• Participation in social contribution initiatives
Good Holdings Group	To contribute to the local community	• Participation in the Kodomo Nogyo-juku • Donation to Child's Dream, an NPO • Issuance of the annual Sustainability Report • Submission of applications for awards	• Participation in social contribution initiatives • Donations to charities • Issuance of the annual Sustainability Report • Submission of applications for awards

Participation in Kodomo Nogyo-juku Supporting children's participation in agricultural education and hands-on experiences

The Children's Agricultural School is a five-time initiative in which children learn about the mechanisms of nature and their own lives through hands-on experience. This includes soil-making (by producing fallen leaf compost) and rice-growing in the foothills of Kabutoyama in the Hanshin area of Hyogo prefecture, which benefits from its rich natural surroundings.

In addition to growing food, our social responsibilities include providing a place to learn about and experience the agriculture that forms the basis of food production. These initiatives are held in collaboration with the Children's Environmental Activity Support Association, an NPO that functions as a sponsor with a commitment to the development of the younger generation. For elementary school students in the 4th to 6th grades in the city, our employees serve as volunteer staff to help children experience and learn about the joy of farming, the difficulty of growing crops, and the importance of nature's cycles.

Class schedule of Kodomo Nogyo-juku in Fiscal 2019

- 1st class: Rice planting, vegetable planting, onion harvesting
- 2nd class: Observing fauna in rice fields, participating in summer vegetable harvest
- 3rd class: Rice harvesting, winter vegetable planting, poster making
- 4th class: Sweet potato harvesting, preparing curried rice
- 5th class: Factory tour, rice straw wreath-making.



Facility Tours

By opening our facility to various stakeholders, we are promoting greater awareness of waste treatment.

REVACS Corporation has opened its treatment facility to tours by customers, students, and local residents. In fiscal 2019, we provided facility tours to 155 people from 80 companies as well as students from Kansai University Dai-ichi Junior High School.



JICA Training

Helping participants from other countries solve problems related to waste

The Kansai Center of the Japan International Cooperation Agency (JICA Kansai) offers courses relevant to waste issues in Asian countries. These courses train municipal employees to improve their administrative skills. In fiscal 2019, we hosted participants for courses held in June. At



Daiei Corporation, the participants toured waste collection sites, heard explanations of the risk factors associated with our services, and learned of the measures adopted to deal with them.

Blood drive to raise public awareness of the importance of blood donations

Providing support for blood drives

As part of its social contribution initiatives, Daiei Corporation supports the blood drives conducted by the Japanese Red Cross Society. In fiscal 2019, we encouraged the employees of all our operating companies to participate in our March Blood Drive. This effort was successful, as more than 30 people attended, with 26 donating blood. As concerns have arisen about a decline in the number of people who volunteer to donate blood, we will continue to cooperate proactively as a “blood donation supporter” that contributes to the effort to raise awareness of blood drives and the need to donate blood.



Corporate Sports

Our sailing team is an active participant in several competitions.

Our group put together a sailing team in 2013. This team has a history of achieving excellent results in numerous competitions. In October



2019, it racked up a series of achievements such as its participation in the world championships as a representative of Japan. In April 2020, one new employee joined the sailing team.

Fiscal 2019 results

July	Kansai Industrial Yacht Championship Overall Champion Company test-ride event
September	The 65th All-Japan Industrial Yacht Championship 4 th Place Overall
October	All-Japan Industrial Yacht Championship Kawano-Tanabe team 17 th place Moritani-Yamamoto team 20 th place Snipe World Championship 2019 Moritani-Yamamoto team 56 th place

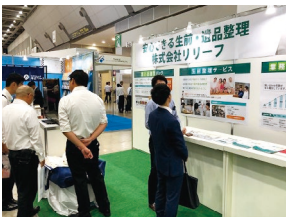
Participation in Exhibitions

Creating opportunities to meet many people

Our group companies are participating in various exhibitions to increase public awareness of our businesses and our corporate social responsibility initiatives. These also present opportunities for hearing about the various issues many are facing today.

Major Exhibitions in Fiscal 2019

Date	Exhibitor	Name of Exhibition
Aug. 2019	Relief Corporation	The 5th Life Ending Industry Expo (ENDEX) 2019
Nov. 2019	Daikyo Clean Corporation	Building Maintenance Human Fair & Clean Expo 2019



Exhibitions



Participation in Industry Seminars

Initiatives to raise awareness

We believe it is essential that both our customers and consumers alike develop an interest in and knowledge of environmental and social issues. Toward this end, our various companies distribute information on a regular basis and provide opportunities for encouraging consultation.

Media appearances

Initiatives of our various group companies as appearing in a variety of media

Relief Corporation

- National broadcast of Ihinseiri no Pro television commercials
- February 25, 2020 issue of Recycle Tsu-shin, “The Reuse Business Journal”
- November 2019 issue of Station CO-OP, The Consumer Co-operative Kobe
- Junkan to Kurashi, Issue No. 8, Japan Society of Material Cycles and Waste Management
- Material provided to Minoru Asayama for his book Otomurai no Genbanin, published by Chuokoron-Shinsha, Inc.

Daiei Corporation

- “Mint!” television broadcast on MBS TV

Business Continuity Planning (BCP)

BCP Disaster-Response Headquarters established.

Our Group has identified the risks of damage from powerful earthquakes and typhoons as requiring a priority response in order to protect the health and safety of employees and their families. In order to expedite the recovery of the local community and provide assistance to

Major Industry Seminars in Fiscal 2019

REVACS Corporation

Date	Name of Seminar
Feb. 2020	The 14th Waste Management Practitioner Seminar

Relief Corporation

Date	Name of Seminar
May 2019	Nomura Securities Seminar
July 2019	Elderly Living Seminar, Hanshin Counseling Room (NPO)
Sept. 2019	JR Kyoto Isetan Seminar,
Oct. 2019	Waste Disposal Seminar for Real Estate Industry
Dec. 2019	Seminar, Showa Industries Inc.
Feb. 2020	Seminar, Starts Pitat House Co., Ltd.
Feb. 2020	Seminar, Nichiryoku Co., Ltd



Seminar



sustain our customers' business operations, we have established a BCP Disaster Response Headquarters to ensure that our business operations can be maintained or resumed without delay.

Initial disaster response

To ensure a proper response to a large-scale disaster, we have distributed pocket cards to all employees that outline initial response procedures and safety reporting to support employees in making calm and rational judgments. In addition, we provide annual training to raise awareness of our BCP and periodically review our BCP manual.



Organizational Structure and Key Roles



The Good Holdings Group supports the Child's Dream charity.



About Child's Dream

In the late 1990s, the Mekong Sub-Region countries of Cambodia, Vietnam, and Laos slowly transitioned from planned economies to market economies. As members of the Association of Southeast Asian Nations (ASEAN), these countries have succeeded in achieving remarkable economic development amid rapid change in their societies. On the other hand, the gap between urban and rural residents have widened significantly and serious humanitarian crises still arise. These are intertwined in a complex manner with issues such as economic inequality, civil war, and political instability.

Child's Dream, a charitable organization established in 2003, is

dedicated to providing unconditional help for underprivileged children who lack educational opportunities due to human rights violations.

This organization has been supporting such initiatives with the goal of improving the medical and educational environments for these children in cooperation with their communities.



Our Support Efforts

Relief Corporation adheres to a management policy known as Goho-Yoshi ("beneficial for all five sides") with the aim of satisfying both the seller and the customer while contributing to society.

We are actively engaged in efforts to resolve various social issues so that employees can achieve personal growth and build wealth as we contribute to the emergence of a sustainable society for the next generation. Furthermore, we intend to contribute to the creation of affluent societies around the world.

In 2013, we launched our overseas reuse business, which ships disused articles collected through our Okatazuke Service to people in

other countries who can make use of them. To date, most of these items have been exported to Southeast Asia. The more we visited the outlying areas of these various countries, the more we observed economic disparities and a variety of other social issues.

We concur with the objectives of the Child's Dream charity, which supports children's independence by providing them with educational opportunities so they can address future solutions. As a result, we decided to contribute a portion of our profits to this charity organization.

Child's Dream Initiatives

The initiatives of Child's Dream are focused on three areas: health, early education, and higher education. Education is an especially powerful driver of poverty reduction and sustainable economic development. It is important to improve these children's skills with regard to understanding and judgment through education in order to construct a foundation for cultural peace and social cohesion. Moreover, education can contribute to

higher levels of income and high-quality employment opportunities. However, many children do not receive adequate education due to health problems. Child's Dream has responded by providing children with health programs and life-saving treatments so that as many children as possible can take advantage of these educational opportunities.

