



Michikazu Mukoyama

Representative Director and President

“Cleaner, Gentler”

Over the years since our founding in 1963, we have widened our range of services to meet the ever-changing needs of society. Today, our diverse service portfolio includes cleaning/environmental improvement, facility management, security and safety, and collection/transportation/recycling of waste for facilities such as train stations, trains, station buildings, hotels, apartments, and hospitals, as well as management of coin-operated lockers and vending machines in stations.

In every service, we constantly strive to provide even greater satisfaction to our customers through superior quality, backed by a firm commitment to ensuring safety.

Going forward, we will continue leveraging our wealth of experience and technical expertise to provide impeccable service, while advancing the operational improvements, we aim to incorporate Condition-Based Maintenance for the future.

We deeply appreciate your patronage.

☐☐☐ Corporate Philosophy “Cleaner, Gentler”

Our mission is to...






Perform our duties reliably and sincerely, while ensuring safety

Provide customers with comfortable spaces

Contribute to the protection of the global environment

And, we shall strive to be a company of choice by continuously evolving toward the future

Guiding Principles

-  We shall provide safety and peace of mind through responsible, compliant actions
-  We shall endeavor to further enhance the quality of our services by challenging ourselves to innovate, grow and face challenges in the new era.
-  We shall respect one another and build up a workplace environment where all employees can deliver their full potential and gain satisfaction from their jobs
-  We shall use all things wisely and contribute to the recycling of resources
-  We shall cherish our bonds with the community in our corporate activities



Services

Building Maintenance Services

Building maintenance services not only maintain the appearance of buildings, but improve safety and functionality, creating more pleasant and comfortable life spaces. We respond to a wide range of needs – at commercial and office buildings, hotels, hospitals, and more – with proven experience and know-how. Through various services, including cleaning, facility management and safety and security services, we bring total coordination to the care and administration of spaces.

01 Commercial building cleaning

Enabling all customers to enjoy full use: We respond to a variety of needs from cleaning to information-desk services.



02 Office building cleaning

Cleaning from top to bottom, corner to corner: Using our specialized equipment and facilities, we assure clean, comfortable office spaces.



03 Cleaning/making-up hotel rooms

Thorough cleaning and preparation of rooms bespeaking hospitality: We provide carefully detailed services rich in know-how.



04 Management of equipment/facilities and environmental health

Safety, quality, backed proven experience: We not only provide maintenance and management at ordinary times, but respond promptly in emergencies.



Pest Control

In March 2011, we obtained registration as a company certified to “manage and control pests in buildings” (known as a “No. 7 Registration”). When cleaning commercial and office buildings and cleaning/preparing hotel rooms, we provide direct services for the control of insects, rodents

and birds – services not all companies are capable of. Giving full consideration to people and the environment, we use the established method known as Integrated Pest Management (I.P.M.), focusing on investigation, cleaning and improvements to facilities/equipment.

05 Security and safety

Reliable security, total building management: We are committed to serving and protecting people; to protecting and preserving property.



Services

Environmental Services

People are increasingly concerned about ecology and recycling. In corporate activities, efforts to protect the environment are required more than ever. Toward realization of CO₂ reduction and a recycling society, we, as the waste disposal company in the JR East Group, are proud to make a contribution.

01 Waste collection and transport

We respond to our customers' needs for safe, appropriate collection and transport of waste.

Collecting and Transporting Waste and Recyclable Material

We collect and transport waste from JR East stations, trains, station buildings, office buildings and elsewhere. Using our comprehensive system, we manage total volumes of waste collected, collection routes, etc. We collect the waste via appropriate routes primarily during early-morning hours and transport it to our recycling centers and/or municipal disposal sites in a safe, responsible manner.



02 Recycling (Waste disposal services)

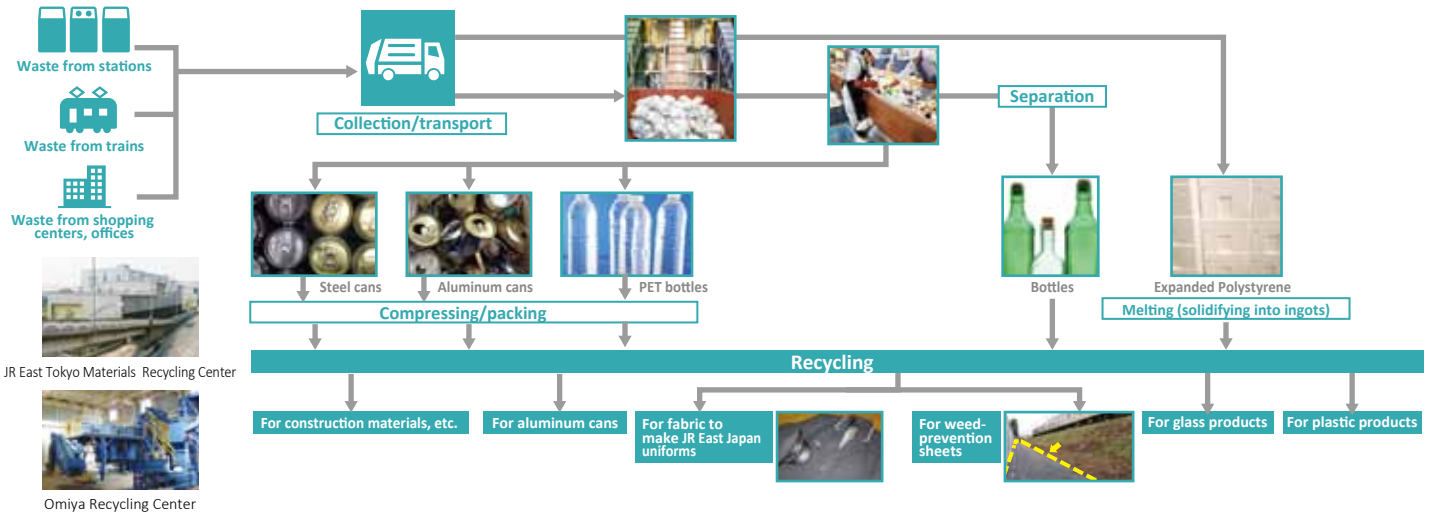
Promoting recycling, we strive for the most effective use of limited resources and for reductions in volumes of disposed waste.

At our recycling facilities, waste from JR East stations and trains, station buildings, office buildings and elsewhere is recycled. At the JR East Tokyo Materials Recycling Center (operated by JR East Environment Access Co., Ltd.), beverage containers, including cans, bottles and PET bottles; paper, including newspapers, magazines and confidential documents; expanded polystyrene; and plastic

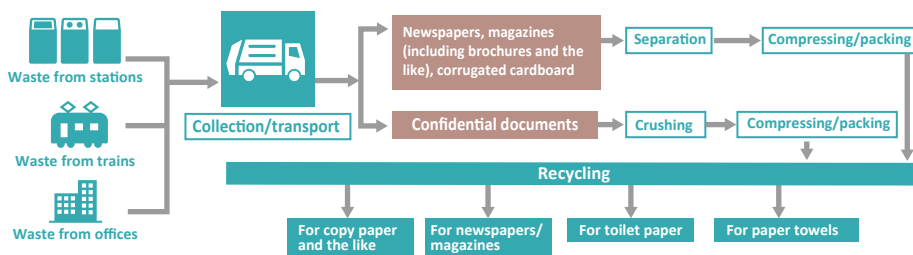
containers and packaging from ordinary households in Tokyo are recycled. At the Omiya Recycling Center, beverage containers are recycled.

* Within the recycling process, the JR East Japan Tokyo Materials Recycling Center and the Omiya Recycling Center carry out intermediate waste processing, including compressing, packing and melting.

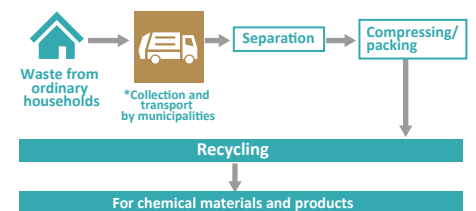
Recycling Cans, Bottles, PET bottles, Expanded Polystyrene, Etc.



Recycling Newspapers, Magazines, Confidential Documents, Etc.



Recycling Plastic Containers and Packaging



03 Food Recycling

Creating renewable energy sources without incineration and reducing CO₂ emissions.



Services

Station Cleaning Services

Stations are integral parts of daily life – going to work or school, going out, travelling on holidays. Cleaning a station is preparing it to welcome users. Recognizing this, and hoping all people have pleasant experiences, we provide cleaning services for stations and trains. We also provide information services with a smile, on facilities and activities, endeavoring to create safe station spaces and prevent accidents.

01 | Cleaning stations

Keeping station spaces safe and clean for all who come and go, from small children to the elderly to visitors from overseas.



02 | Cleaning trains

We envision every train scenario and endeavor to make it more enjoyable for commuters, vacationers, and everyone.



Operational Services

We propose solutions to site-operations issues at the stations of our business partners, including coin lockers, pick-up lockers and payphones.

01 | Operating coin lockers/ pick-up lockers

Providing services needed for operation of coin lockers/pick-up lockers within stations



02 | Supporting offices

Support services for site-operations of our business partners



Services

Training Facilities

To ensure the satisfaction of our customers, we provide our staff with education and training using our own manuals and procedures, so as to unify the work. We endeavor to further improve the high quality of our services through acquisition of additional practical skills and manners.

01 Cleaning floors

Training in how to clean various types of flooring



02 Cleaning trains

Training on reproductions of railway station platforms and train interiors



03 Training in making up hotel rooms

All steps in cleaning and preparing hotel rooms using a reproduced practice room



04 Cleaning restrooms

Thorough training in hygienic cleaning methods



05 Training as security guards

Practical training using actual facilities/equipment



06 Audiovisual training

Supporting reliable performance of duties via information systems



Company Profile

Trade Name

JR East Environment Access Co., Ltd.

Address

4-12, Higashi-Ueno 3-chome, Taito-ku, Tokyo 110-0015
Tel: +81-3-3836-1551 (switchboard)

President

Representative Director and President Yasuyoshi Umehara

Capital

JPY120 million

Shareholder composition

East Japan Railway Company 100%

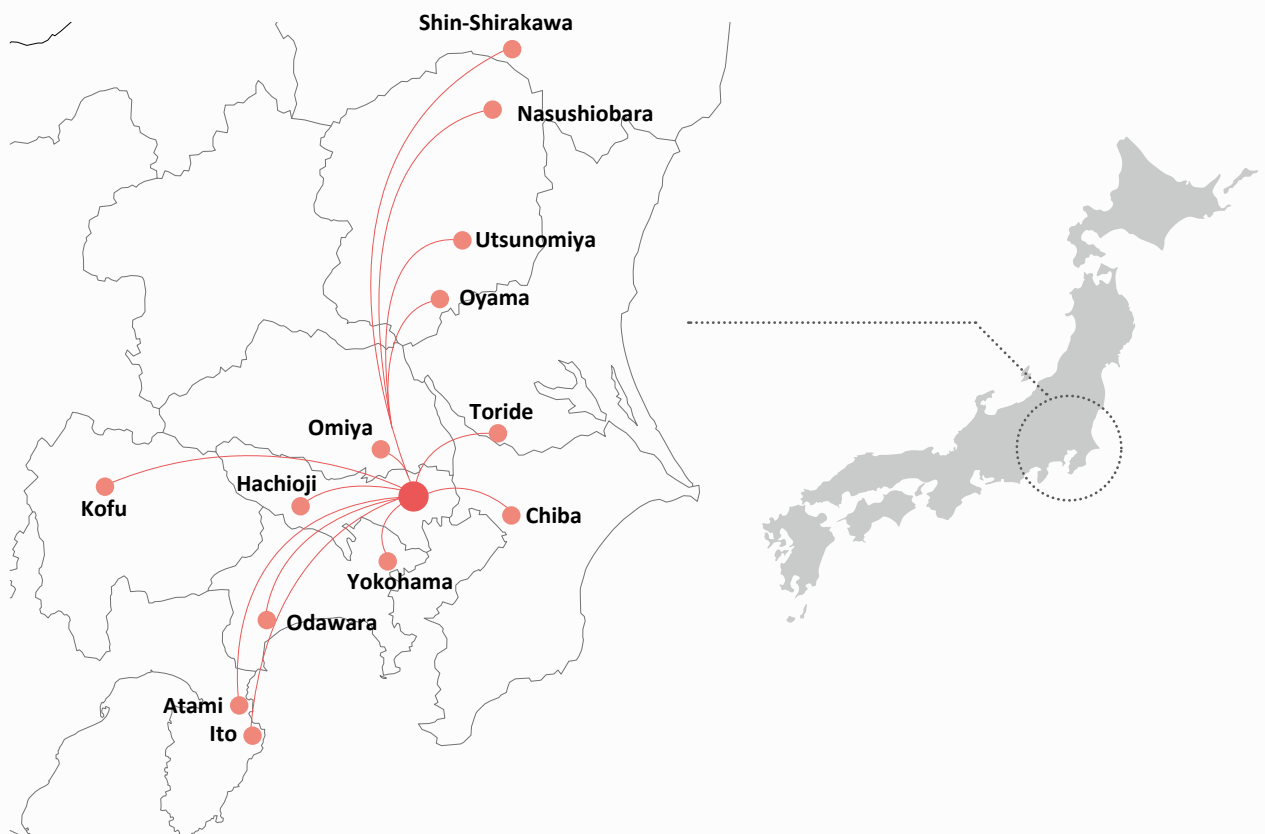
Employees

Approximately 3,700

Main Bank

Sumitomo Mitsui Banking Corporation

Service Area



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



JR East Environment Access Co., Ltd.

CORPORATE PROFILE

*“Cleaner,
Gentler”*



株式会社 東日本環境アクセス