



Environmental Conservation Activities

Reducing the Environmental Impact of Business Activities

Reducing the Environmental Impact of Maintenance and Service

Environmental impacts from maintenance and service consist mainly of environmental impacts related to car transport for maintenance work and parts delivery and environmental impacts related to the disposal of repair parts/consumables and used products. Oki Customer Adtech Co., Ltd., a group company engaged in maintenance and service, is working to ease these environmental impacts.

Efforts to Cut CO₂ Emissions

Direct Response to Phone Calls in Maintenance and Service Divisions by Engineers

The Oki group has 300 support and service bases for Automated Teller Machines (ATM), information and communications terminals and other Oki products all over Japan. Requests for repair and other customer inquiries are directed to the customer support center. After that, a customer engineer (CE) rushes to repair or conduct other service work from the base that is located nearest to the customer. However, not all calls lead to repairs. Many cases can be solved over the phone, and maintenance cars were sometimes sent to a customer unnecessarily. This is where we assigned engineers to the customer support center who thoroughly know the products, enhancing our one-stop services with customer engineers taking calls for inquiries covering everything from hardware up to software matters, and striving for a more rapid service with a higher problem resolution ratio. As a result, the ratio of cases solved over the telephone increased twofold. This in turn helped to reduce the number of times that cars for repair (about 700 in Japan) were sent out, cutting fuel

consumption by 60 kiloliters and CO₂ emissions by 146 tons a year. We will continue to strengthen our response to customer inquiries in order to ease environmental impacts and enhance customer satisfaction. aggressively roll out forest conservation activities, as efforts for the next generation.



Oki Customer Adtech Co., Ltd. Headquarters



Call Center



Customer Support Center

Utilization of Parts Carried Along in Repairs

We are working to improve the repair recovery rate using parts that CEs carry with them when repairing products or systems of our customers. Repairs with these parts help to reduce transport and delivery of repair units and the number of times that engineers are sent out for repair, cutting CO₂ emissions related to transport by car. We are also practicing "eco-driving."

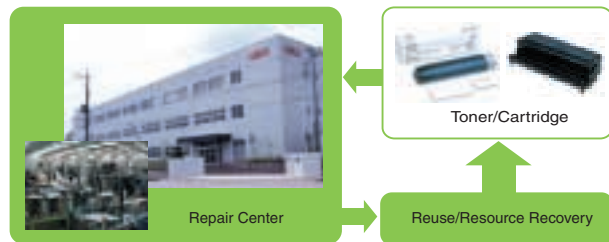
Efforts for Resource Conservation and 3R Activities

Reduction of the Quantities of Paper Used

We are operating an electronic document cabinet "DCM," which we developed by ourselves to respond rapidly to customer requests. The system instantly sends out information on customer requests, such as the installation or relocation of equipment from Hokkaido in the North down to Okinawa in the South. Before, work instruction sheets were printed in the required number of copies and then distributed. This involved the use of huge quantities of paper and huge delivery costs as well as labor. With the new system, the printouts are made only when necessary and in the necessary number of copies, significantly cutting the quantity of paper used, as well as enhancing turn-around time and cutting costs.

Promotion of a Reduction of Waste from Replaced Units and Recycling (Reuse)

Units that were replaced in repairs of defects are not disposed of as they are, but repaired and serviced in the repair center for reuse. These are focus efforts particularly to react to manufacturing stops and repair stops at the manufacturer side. Consumables such as toner and drum cartridges are actively collected for recycling. On the other hand, units that cannot be repaired are separated by material for recycling in our recycling center, in an effort to cut the quantity of waste.



Efforts to Control and Reduce Chemical Substances

Reducing the Use of Greenhouse Gases

To clean the inside of equipment, we were using air cleaners containing the greenhouse gas HFC-134a. In fiscal 2004, we started efforts to cut the used quantities, switching to HFC-152a, an alternative substance with a lower greenhouse effect (1/10 of HFC-134a when converted into CO₂).

Always Taking Back Solder Scrap

Among the waste generated when we repair a product or system of a customer, solder is special industrial waste. Because of this, we strictly separate solder scrap and cloth soiled with solder, etc. from other waste and make sure to take it back in special containers. The solder scrap is recycled as valuable waste.

Proposals for Environmental Solutions

Creation of Control Slips for Industrial Waste (Manifests)

We developed a system that creates control slips for industrial waste (manifests) in only two minutes per slip. By combining the system with our original software and a dedicated printer, the work of creating manifests, which used to cost significant time and labor, could be simplified to a large degree.

We plan to open up sales channels targeting companies that create manifests in the future.