



For customers

## Environmental Engineering Company

Environmental Engineering Company offers a series of products and services from environmental facility engineering to after-sales services.

Environmental Engineering Company has primary customers including municipalities and the private sector with a mission to make environmental facilities such as water and waste treatment facilities work properly. EBARA Engineering Service Co., Ltd. (EES), one of our subsidiaries, is in charge of repair work of environmental facilities and after-sales services such as maintenance. The repair work mainly includes preventative maintenance and response to facility damage caused by age-related deterioration and disasters. The maintenance work includes monitoring the operational condition, conducting inspection tours and checkouts, and responding to abnormalities such as abnormal noise and vibration. Environmental facilities (control offices) for which EES has conducted maintenance amount to 380 in Japan and 4,000 employees are engaged in the maintenance work.

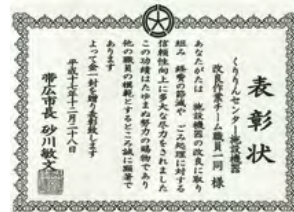
EES builds an organization for a solid maintenance support system, regularly conducts internal audits on maintenance offices and aims for higher quality and greater customer satisfaction.

### Improve customer services and technology

To raise the level of customer services and technology throughout the company, EES established the Maintenance Education and Training Division in April 2007, which unifies all training that has been separately held by divisions and departments. It draws up programs for hierarchical training for personnel from new employees to veteran directors (primary training and project manager training) and technology training by district and implements a variety of training programs.

### Proposal for customers

EES has established the creative and innovative proposal system, which solicits and recognizes ingenuity in daily work such as improving the working environment, saving energy and reducing costs in control offices, and many people apply for it every year. For example, in the Tokachi environmental complex office association, a belt conveyor of a waste incineration facility has often had problems. We made a proposal to improve the conveyor and the association adopted that proposal. Since we proposed a low-cost and appropriate reform idea and contributed to failure control and stable operation of the facility, the mayor of Obihiro City gave us a citation in 2005. We want to spread such excellent proposals to other control offices and improve customer satisfaction.



Commendation certificate given by Obihiro City

### Share information through a maintenance network

Using a server exclusive to the EES head office, we connect the head office, branches and nation-wide control offices with the network and promote health and safety, ingenuity in maintenance, efficiency of schedule management and contacts when a disaster occurs.



An example of maintenance work (responding to failure of a submersible pump in the snow)



**Masayoshi Hirose**  
President, Environmental Engineering Company

### Maintain proper operation of customers' environmental facilities

The maintenance work of the environmental facilities such as water or waste treatment facilities has shifted from new construction to after-sales service (maintenance and update). EBARA Engineering Service Co., Ltd. has studied on the shop floor with customers for 30 years or more and the after-sales sector has grown to be the backbone of our

business and its sales account for half the total sales of this company. We continue to improve the after-sales service quality, prioritizing improvement of customer satisfaction, and contribute to customers and society.