

2024・32<sup>nd</sup> Edition

# 5S STREAMLINE

FRESH BOOKLET



Workplace \_\_\_\_\_

Name \_\_\_\_\_



Leading Professionals Envision Building Maintenance

**SHIN-NIHON BUILDING SERVICE CO., LTD.**

## SHIN-NIHON BUILDING SERVICE CO., LTD.

- Representative/President Kazunari Sekine
- Established on May 1993
- Capital/84 million yen
- Head Office and CS Center / 4-22-11 Higashi-Omiya, Minuma-ku, Saitama-shi, Saitama 337-0051  
TEL.048(667)3900 FAX.048(667)3663 <http://www.snb.co.jp/>
- Technical Center / 4-22-8 Higashi-Omiya, Minuma-ku, Saitama-shi, Saitama 337-0051, Japan
- Tokyo Head Office / Unpin Kanda Bldg. 7F, 3-6-7 Kanda Kajicho, Chiyoda-ku, Tokyo 101-0045, Japan
- Yokohama Branch Office / Fine Site Ichigao, 523-10 Ichigao-machi, Aoba-ku, Yokohama, Kanagawa 225-0024, Japan
- Chiba Branch Office / 686 Naganumabaracho, Inage-ku, Chiba-shi, Chiba 263-0001, Japan
- Omiya Office / Omiya Park Building 5F, 2-51 Miyamachi, Omiya-ku, Saitama-shi, Saitama 330-0802
- Number of employees/Part-time employees: 1,161 (270 male, 891 female)
 

Full-time employees:	188 (105 male, 83 female)
Regular employees:	126 (101 male, 25 female)
Total	1,475 (476 male, 999 female)
- /Facility Management (Problem-solving FM team that contributes to clients' business management)  
/Property management (operation and management of commercial facilities, hotels, and building complexes)  
/General cleaning, sanitation cleaning  
/Repair and renewal work, building equipment renewal work, facility security  
/Local revitalization project · Sainokuni Marche



## SHIN-NIHON GROUP ENVIRONMENTAL SERVICES

### MUSASHIYA CO.,LTD.

- Representative · Chairman of the Board—Kazunari Sekine  
President · Representative Director—Fusako Kobayashi
- Established on December 1950
- Capital/50million yen
- Number of employees /443 people
- Head Office / 4-29-1 Higashiomiya, Minuma-ku, Saitama-shi,  
Saitama Prefecture 337-0051 TEL: 048 (663) 7037 FAX: 048 (667) 4144
- Ageo Plant / 884 Ageoshita, Ageo-shi, Saitama Prefecture 362-0025  
TEL: 048 (774) 6348 FAX: 048 (774) 9866
- Fujioka Plant / 1382-1, Fujioka, Fujioka-shi, Gunma Prefecture 375-0024  
TEL: 0274(40)7010 FAX: 0274(40)7751
- Business Information/Home dry cleaning, uniform rental, disinfected napkin rental,  
industrial dry cleaning, railroad linen supply



# SHIN-NIHON GROUP CORPORATE SONG GIFT OF JOURNEY

KA GA YA KU A SA NO - HI KA RI NO NA KA - ME BU KI E DA HA RU - KI GI  
 NO - KO E - KI YO RA KA DE A RE - WA GA NE - GA I - SU KO YA KA DE A RE - WA GA  
 TO - MO YO - MA KO TO NO KO KO RO - TSUKU SHI - KI RU - KO KO RO TO KO KO RO NO HA -  
 MO - NI - - - KYO U I CHI NI CHIWO - TA I SE - TSU - NI - KA GI  
 RI - NA - I - CHIKA RA - I DO MI - TSU - TSU - O O SHI - KI - KI GI  
 NO - HISHOU NO U TA - KA GA TA - KYOU <sup>2nd</sup> D.S.  
 TA -

In the shining morning light

The voices of the trees as they sprout and spread their branches

Be pure, it is my wish

Stay healthy my friend

Sincere intentions,

Harmony of hearts and minds

Cherish this day

Challenging the limitless power

Divine Trees

In the sparkling morning light

The sound of birds leaving their nests and flapping their wings

Be beautiful, my wish

Happiness to you, my friend.

Dancing, flying, and soaring in the sky

Through the wind and over the trees

Fly away, fly to a world ahead of you.

The bird of eternity



# MANAGEMENT PRINCIPLES

---

SHIN-NIHON GROUP FOUNDER NAOKI SEKINE

1. As livelihood society develops and business generation evolves, we will ensure the prosperity of our companies with the indomitable spirit of respect and humility.
2. Always maintain the founding spirit of the company.
3. We appreciate and value our customers.
4. A company must prosper together with its employees. The management and the employees form an integral partnership within the organization.
5. Always stay ahead of time, develop new products, and initiate new businesses that can respond to the new generation.
6. Our employees are our treasure. We ensure the happiness of our employees and their families.
7. Focus on employee education and develop human resources.
8. Increase internal reserves and become an excellent company with capital and financial strength.

# 10 Virtues of Gratitude

---

1. Show gratitude to our valued customers with a thankful heart.
2. Give back the honor to our valued customers through daily hard work.
3. Do whatever we can to please our valued customers.
4. Give thanks to our valued customers for our compensation received.
5. Keep on serving our valued customers at our best.
6. Through our valued customers, we and our family can live with prosperity.
7. Always be thankful as we give our best at work.
8. “No man is an island”. Our company leaders, co-workers, and family are connected, support one another, and sustain as one.
9. We perform our duties with strong faith and beliefs, protect them, and keep them in our hearts.
10. Live an enduring life with pride and dignity.

# OUR COMPANY'S GOAL

---

1. We will provide a clean and comfortable environment to our valued customers and create a place full of harmony and vitality.
2. We will provide prosperity to our valued customers through environmental services, create a lively and pleasant workplace.
3. We will provide happiness to all employee's minds and hearts that will contribute to the development for human society through environmental services.

## O A T H

---

WE APPRECIATE AND VALUE OUR CUSTOMERS. WE  
PLEDGE TO PROVIDE  
OUR VALUED CUSTOMERS WITH MORE ENTHUSIASM  
FOR OUR SERVICE UPON BINDING WITH THE CONTRACT.  
TO BE GRATEFUL IS TO GIVE HAPPINESS!

**THERE IS NOTHING GREATER THAN A  
HEART FULL OF GRATITUDE!  
GRATIFYING IS BENEVOLENT!  
CLEANSE OUR SOUL, CLEANSE OUR MIND!**

# OUR ACTION GUIDELINES

---

## 1. Credibility in preserving time

The key to credibility is punctuality and keeping promises. We adhere to the 5-minute-ahead mentality and strictly adhere to promised times, delivery dates, and cleaning specifications.

Strengthening the belief, “Life will be successful for Early Riser”.

## 2. Purify the place

Thoroughly clean your surroundings. Sorting, cleaning, and setting the things in order. Properly stock the cleaning materials and equipment we use every day and maintain them, restore them to their original places to make them available for use anytime.

As a moving sign of the trust of our customers, we wash our service vehicles every day.

## 3. Practice Good Manners

Shin-Nihon Building Services is a company that promotes vigor and vitality to our valued customers. Practice bright and cheerful greetings. These greetings, smiles, and greetings are manifestations of gratitude and respect for others.

- We aim to be the best in the country in terms of greetings and smiles
  - >Ohayou Gozaimasu
  - >Irrashaimase
  - >Arigatou Gozaimasu
  - >Hai, Kashikomarimashita
  - >Shitsurei Itashimasu
  - >Otsukarsama Deshita

Realizing the Future

# VISION

People who gathered at the facility surrounded by love and smiles, realizing a dynamic world.





Implementation of the vision

# MISSION

Creating a facility full of hope and love that people can have a vibrant place to live, connect, and grow.



Corporate Way to Realize Vision

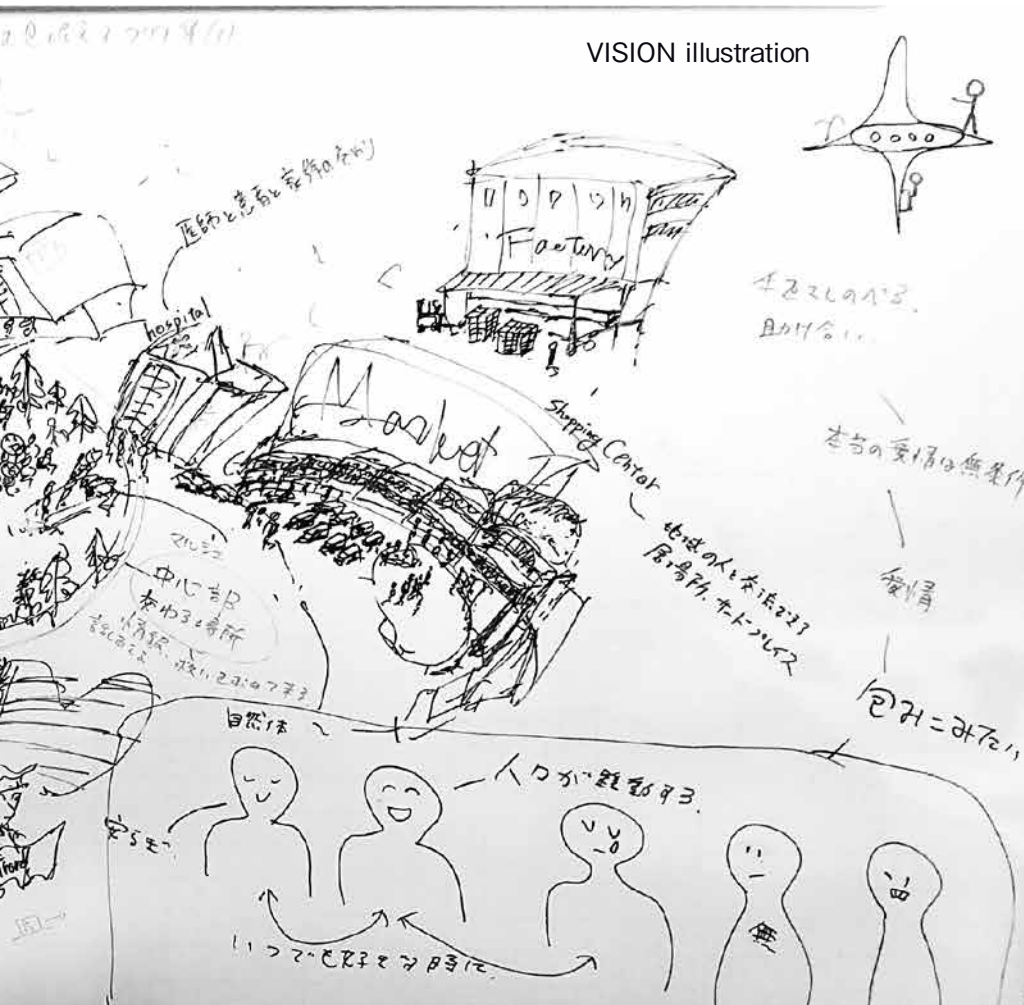
# IDENTITY

-Leading Professionals Envision Building Maintenance-



Company Philosophy

VISION illustration



Vision Movie

— May 1, 2024 ~ April 30, 2025 —



## Enhance Our Spirit, Enhance Our Management Becoming a Professional Group of Building Maintenance

Shin-Nihon Building Services Co., Ltd.  
President Kazunari Sekine

Hello to all the Sawayaka employees! Thank you for your continued support!

The purpose of running a company is to realize the material and spiritual happiness of all the employees who have come together, to provide value to customers through our business, and to contribute to the local community. To achieve this, we strive to “Enhance our spirit, enhance our management, and become a professional group in building maintenance.” We are constantly grasping the changes of the times, looking to the future, and continuing to challenge ourselves to innovate our management.

### ■ Let's create a workplace where we can work happily and mentally healthy

All humans have an innate desire to work, to think, and to enjoy their work while expressing their creativity. In short, the core of human nature is the desire to be appreciated.

Work provides a salary, but is that all? In other words, are you doing your job willingly, or are you doing it because you have no choice? We tend to think that the world isn't all that fun, or it is not such a fun world but it all depends on how you interpret it and whether you think the world is fun.

Considering many colleagues in your workplace, it would be a waste not to make it a fun workplace. So, who can make work fun? Should you wait for someone else to make work fun? I think it is important that we start building relationships that allow us to enjoy work first.

This happened at the work site, The other day, a customer unexpectedly said to me, “We will always support you. People will always recognize a good job, so do your best.” I was so happy that I thanked them over and over again. It reminded me that I need to set goals and move forward every day.

It's important to enjoy your work, and I'm grateful to have this workplace where I can work happily. I'm grateful for everything. This work is my hobby, it's rewarding, and every day is so fun and fulfilling.

The Marketplace Sagamihara - Mihoko Kage

Since August 2021, I have been working every morning as a member of the Sawayaka Employees, and my physical health is good. Working with young colleagues makes me feel younger. When I receive compliments from patients saying, “Thank you for always cleaning so well, it makes me feel good.” it motivates me to work harder.

Nozomi Rehabilitation Hospital-Fumiko Yamanaka

## ■ Master the 5S

The 31st Sawayaka Forum received entries from 41 workplaces, the highest number ever, and 6 outstanding site awards were selected. When the awards were announced, the enthusiasm and ingenuity of each site, wanting to please their customers and coworkers, and wanting to grow no matter how old they are was clearly expressed and felt and the venue was filled with great sympathy and full of emotion.

After 100 customers judged the 6 selected awardees, the SOCOLA Minami-Gyotoku site was selected as the best site award winner, and at the moment of the announcement, they couldn't help but stand up and pump their fists with pride!

SOCOLA Minami-Gyotoku is a large commercial facility with 60 specialty stores, and 23 Sawayaka employees are employed there. When it first opened, the garbage bins in the food court would overflow in 30 minutes, and it took a lot of time to collect and check the garbage, but they created the perfect garbage bin with handmade pipe tools, which led to a significant reduction in time. They thoroughly implemented the 5S in the cleaning material storage area and waiting room and worked to make daily work easier and more comfortable. Also, small and medium-sized cleaning robots are playing a major role in steadily improving cleaning efficiency.

Finally, 87-year-old Toshi Ito gave a lively speech, saying, "I worked hard at cleaning until I was satisfied, and the sense of accomplishment I felt gave me the strength to live. I was particularly particular about cleaning the toilets, polishing them to a sparkling shine, and I still vividly remember the memorable moment when the company President's mother shook my hand and asked me to teach her how to clean the toilets." The audience gave a big loud applause.

We also received many warm letters from the guests who attended.

"Thank you very much for allowing me to participate in the Sawayaka Forum (5S Practice Presentation). I was able to see your company's efforts in an actual presentation and learn about the specific details of your practices. I felt that all of the Sawayaka staff understand the essence of 5S and work every day with a sense of fulfillment. Above all, everyone's expressions were lively, and they all truly.

Forever Young! I was impressed by the way they presented their thoughts that work is equal to their purpose in life."

Hotel Associa Shin-Yokohama General Manager - Kazumi Kashiba

Anyone can do 5S if they want to.

If you look closely at the things in front of you, you will be surprised at how many things and unnecessary things are there. Organize, throw away unnecessary things, and stop doing things that do not create value. By repeatedly organizing, you will get rid of unnecessary things, create space, make things neat, eliminate the trouble of searching, and notice that your work becomes surprisingly easier.

Clean after organizing. If you remove dust from every corner, carefully remove the dirt that has stuck to it, and wipe it up, you will feel a sense of cleanliness. If you polish it further, old things will look like new, you will feel refreshed, and even the clean spirit that is born from that workplace will be conveyed, and customers will be pleased. Furthermore, people will gather in a clean place, communication will become more active which will surely lead to a growth in sales.

If you keep organizing, cleaning, and tidying things up, you will eventually understand this

change and enjoy coming to work. Work is originally fun. It starts when you get out of a passive attitude and start to enjoy making improvements on your own.

5S is all about improvement. For your own sake... let's improve our working environment and make work easier. Let's review all the work around us with a keen eye to making it better. This will benefit our customers, society, and the company, and it will come back to you.

## ■Forever Young! “From Now On” mentality will be determined by the “Up to Now” mentality

As we get older, we often give up, thinking, “I’m too old now,” but every moment is the “right age.” The right age is when you decide to start something. How you live from now on will change your future in any way, and your “From now on” thinking will be determined from “Up to now”. It means turning “Too late” into “From now on.”

I was surprised to see a feature article in the Nikkei Distribution Newspaper titled “101-year-old Pola Salesperson delivers energy.” This is an example of our motto, “Forever Young!”, so I would like to introduce it to you.

Tomoko Horino, who lives in Fukushima City, celebrated her 101st birthday on April 9th. The Guinness record renewal ceremony was held in Fukushima City, and Pola’s President Miki Oikawa gave a congratulatory speech, saying, “I and the Pola employees are energized by this. I think Horino’s energy comes from talking to many people and her desire to improve.”

Even after being certified as the “oldest female beauty advisor” by Guinness in August 2023, Horino will continue to participate in training and study sessions for new products without missing a day. She commutes to the Pola sales office, which is 7 kilometers from her home, by bus.

Horino’s routine is to wash her face when she wakes up in the morning and put on makeup before having breakfast. She makes sure that she is fine no matter who comes to visit her. She often spends the morning knitting. She doesn’t take a bath until around 10 pm, thinking that she will receive a call from a customer. She says that it is important to keep to her daily routine.

Horino first encountered the company when she found out that a woman she met at a friend’s



### 新日本ビルサービス 第31期さわやかフォーラム

— 考働する集団を目指し、自立した現場を創っていこう！ —

表彰者全員で生涯青春!!



house was using POLA cosmetics. When Horino started using POLA cosmetics, neighbors started to compliment her, saying, “You’ve gotten prettier recently.” Gradually, she began to think that she wanted to work for POLA, and at the age of 39, she started working as a salesperson. She says she is happy to see customers looking prettier and being happy. Horino commented “I worked hard every day, and before I knew it, I had come this far. I want to continue working for POLA, which I love.”

The oldest Sawayaka employee at Shin-Nihon Building Services is Yoshio Suzuki, who worked hard until he was 90 years old. Currently, 87-year-old Toshi Ito is working at the Socola Minami-Gyotoku office, where he loves cleaning work, and won the Best Site Award at the 31st Sawayaka Forum. There is no age when you can say, “I’m already old.” It’s not that you work as long as you’re healthy, but that you become healthy because you’re working. “From now on” will be determined from “Up to now.” We must turn “Too Late” to “From now on.” Let’s think about our work and make it a fun place to work with! Let’s master the 5S! Working is the very energy of life. Let’s continue to challenge ourselves to do the work we love and be forever young for the rest of our lives!

## Our Vision at Shin-Nihon Building Services

**“Realizing a dynamic world where people gather at our facilities, surrounded by love and smiles.”**

Our cleaning and facility management work is a big part of making the dreams and goals come true of the people who gather at our buildings and facilities. The smiles and energetic greetings of our Sawayaka employees will bring love and happiness to all! Let us do it now, Forever Young! Chase our dreams and goals!



### 31st Sawayaka Forum Best On-Site Award SOCOLA Minami Gyotoku Workplace

◀ Ms.Kin stands up and poses with pride at the moment of the winning announcement.



▲ FOREVER YOUNG! by President Sekine together with Deputy Director Ueda and Ms.Ito ,Ms.Kin and Ms.Satori.



◀ Ms.Ito, 87 years old, talks about her joyful journey with the company. FOREVER YOUNG!!

---

# SNB 5S • STREAMLINE

---

Thoroughly eliminating waste and creating a comfortable work environment = (Sorting, Cleaning, and Setting in order).

All staff are always cheerful, energetic, and grateful = (Smiles and Sawayaka).

Shin-Nihon Building Services defines these as the Shin-Nihon Group's 5S and aims to become the best company in Japan for providing environmental services by mastering 5S. Through learning 5S activities and making small improvements, we aim to create a comfortable work environment for ourselves - **developing human resources who can think and act with integrity and creating an independent work environment.** Reviewing all the work around us with a keen eye toward making it better” will benefit our customers and society, and will ultimately benefit the employees themselves.

## 5S Outline

- **For the people who work there**

The work of the business entity is entirely carried out by the people who work there

**Create safe, secure and comfortable working environment for all employees**

- **Pursuing the Truth**

**Look and think everything in front of you and pursue the truth**

A business entity without improvement will eventually decline



# Purpose of 5S

## ① For myself

- improve your work environment
- let's make our work easier

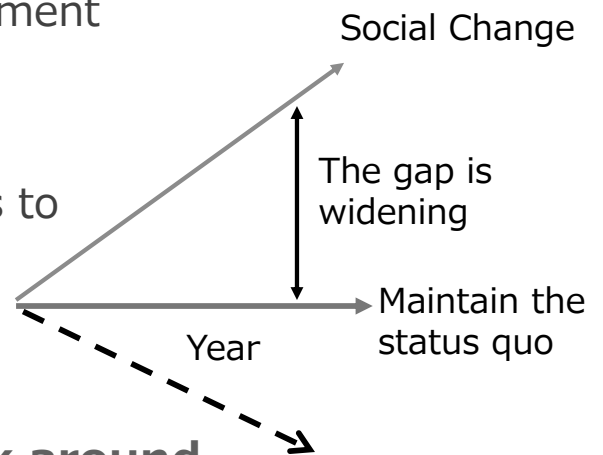
## ② For Customers

- Employee satisfaction leads to customer satisfaction

## ③ For Society

## ④ Let's review all the work around us with the aim of making it better.

As a result, it will benefit the company(=company will survive)



The workplace is one of the places where we spend a long time during the day. If you think for yourself, act for yourself, improve the work environment, and make work easier, your work will become more enjoyable. And the fun = energy of the people who work there will reach customers, and the company will survive by paying them for their work. If the payment stimulates consumer life, it will contribute to society in various ways, such as paying taxes.

So, what is the purpose of a company? It is not to “make a profit” by receiving a lot of payment, but the fundamental purpose is to employ employees safely and securely. To do that, the company must be active.

However, society is changing rapidly. If you keep doing the same thing in the same way, you will be left behind by social changes. Let's take the time to understand the changes from where we can.

If you pursue 5S activities, the company will make a profit as a result. If the company makes a profit, it will be reflected to you.

In other words, “For yourself... and reevaluating all your work from the perspective of making it better!” This will benefit customers and society, and will lead to the company, and will reflect to you.

# ■ Definition of 5S (Meaning of S)

At Shin Nihon Building Service (SNB), the 5S are the Essential 3S (seiri, seisou, seiton) plus SNB's 2S (smile, sawayaka)

## ● Sorting (SEIRI)

Sorting out necessary things from unnecessary things and throwing away things that are not necessary

## ● Cleaning (SEISOU)

Always keep it clean (initial cleaning, inspection cleaning, maintenance cleaning)

## ● (Organize -SEIRETSU)

- Properly arrange the things you need at right angles and parallel to each other

## ● Set in Order (SEITON)

- Necessary items must be readily accessible and easy to return

\*\*\*\*\* + \*\*\*\*\*

## ● Smile (SUMAIRU)

- Always wear a smile and greetings with a grateful heart

## ● Refreshing (SAWAYAKA)

- Provide a courteous, appreciative, and professional service





# Effect of 5S

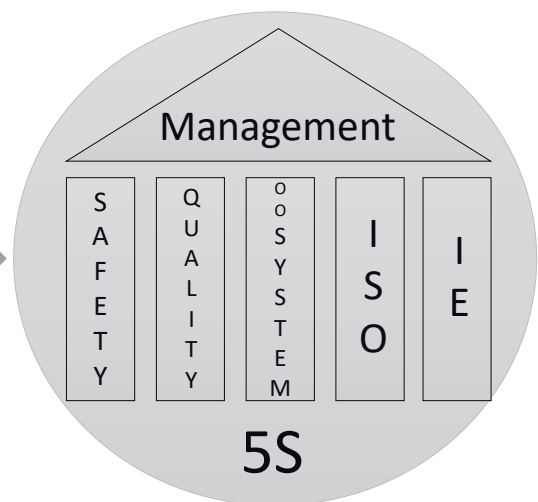
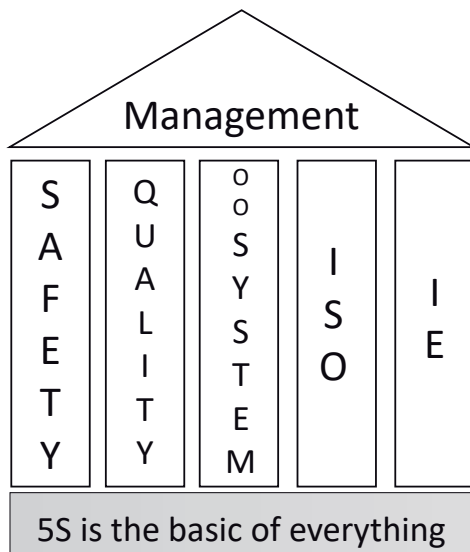
- ① Safety Improvement
  - ② Quality Improvement
  - ③ Productivity Improvement
  - ④ Inventory Reduction
  - ⑤ Preventive Maintenance
  - ⑥ Space Saving
  - ⑦ Improve work environment
  - ⑧ Create a workplace that looks good
  - ⑨ Work Becomes More Enjoyable
  - ⑩ Communication Improvement
- ...etc.



5S is an effective tool for various corporate activities.

General Concept

Is this how you think of 5S?

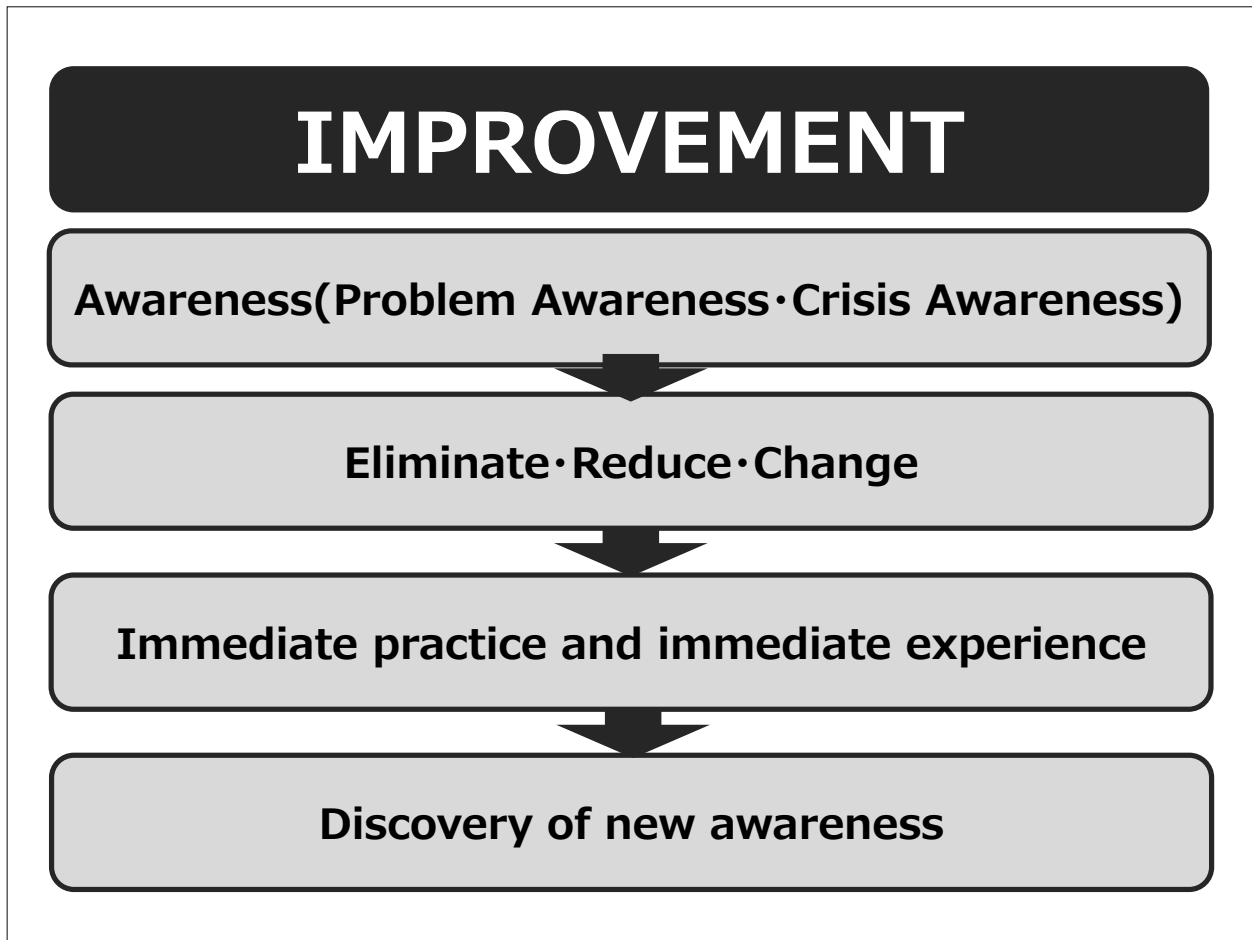


If you incorporate this and that...

Not directing to 5S

5S can be used in everything

## ■ 5S IMPROVEMENT



Let's review the things we notice and have trouble with in our daily work with a keen eye on the purpose of 5S... to get better. Even if you have one problem, there is more than one way to improve it. Of all the resources, only human beings have immeasurable power. Land, machines, and money cannot do more than their assigned value. Only human beings can change to a different level through training, thinking, and wisdom. Power cannot be gained by simply repeating what has been decided. It can only be obtained by continuing to think and innovate.

In the words of Mr. Taichi Ohno, former Vice president of Toyota Motor Corporation, who is said to have established the Toyota Production System... We can calculate "man-hours", but it is wrong to judge the result as "we are short of manpower" or "we can't do it" Manpower can never be estimated. By using your wisdom, your abilities can be infinitely expanded. 【A lack of ability in the workplace generally comes from not making the effort to think about what to do, and not activating the brain. This ultimately results in a lack of ability.】

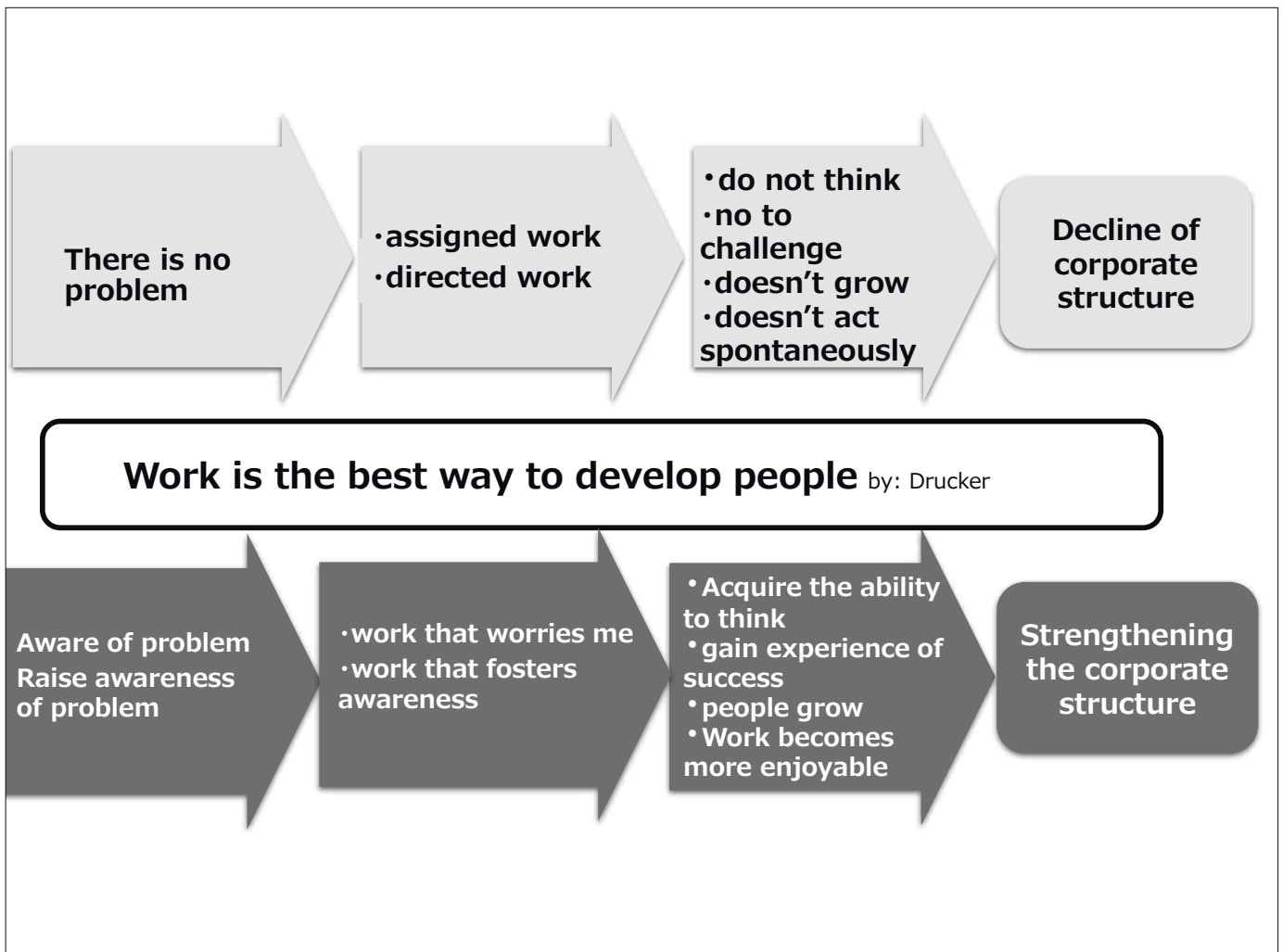
Also, Peter F. Drucker, known as the father of management, said... "The best tool for developing people is work."

# ■ A group of people who think and work

Let's think about what kind of people we are referring to when we say "a group of people who think and work", which we should aim for at the beginning.

The following are examples, not an answer. Let's aim to be human resources who can figure out "thinking and working"

- > Can feel the problem
- > Have their ideas
- > Be able to act while thinking about how you can be useful
- > Not satisfied with the status quo
- > Have an idea to solve the problem
- > Can enjoy creativity and ingenuity
- > Can express opinion
- > Can involve not only yourself but also connecting others around you
- > Can put ideas into practice
- > Can pick up trash in front of you
- > Can act without being instructed
- > Always trying to do better
- > Can try new things
- > Can enjoy any challenge



# SAWAYAKA FORUM

The “5S/Streamlining Orientation Forum” is a place where you can learn from the 5S basic principles in developing human resources who can think and work with integrity and create an independent workplace.

Based on this learning, all workplaces will be asked to set **WORK GOALS**.

Then, we will evaluate the 5S practices of all Sawayaka employees, and excellent workplaces will be asked to present the results of their improvements and initiatives. The “Sawayaka Forum” is a place where we can all learn and think together about how we create a more comfortable working environment.

We are looking forward to receiving many excellent on-site entries for the 32nd Sawayaka Forum to be held on April 30, 2025, which will be the culmination of the whole year-round work.

「5S清流化研修会」の目的

**考働できる人財の育成  
自立した現場づくり**


提出日：令和 年 月 日

**事業所目標/優秀現場エントリーシート**

現場・チーム・部門名： \_\_\_\_\_  
担当マネージャー： \_\_\_\_\_

【今の問題は何かだろう？】

-----  
-----

【問題解決のためにこれをする！】 


① -----  
-----

② -----  
-----

③ -----  
-----

【取組む事（事業所目標）】

-----  
-----

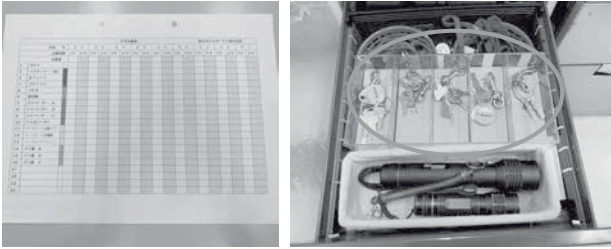
 ビルメンの先を見据えるプロ集団  
**新日本ビルサービス株式会社**



**[Forever Young! Forever active! Forever Learning!]**

# ['31 Esperanto Site Award] WAKABA WALK

## Regarding key handling (Security Guard)



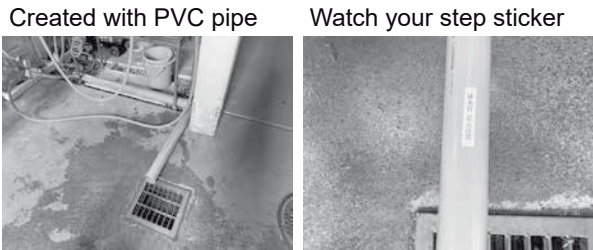
NECシステムサービス株式会社

## Efforts include cleaning



NECシステムサービス株式会社

## Drainage pipe improvement



NECシステムサービス株式会社

## What you need, what you don't need



NECシステムサービス株式会社

## Drainage pipe improvement



NECシステムサービス株式会社

## Initiatives at the Management Office

### Office storage



### Before improvement



NECシステムサービス株式会社

## Set up a place to return items

### Rack with Caster



### Consumables in front



NECシステムサービス株式会社

## Thank you for listening!



NECシステムサービス株式会社



# ['31 Esperanto Site Award] ST. MARGARET'S SCHOOL



## Office Goals



Waiting room environment improvement

Clarification of materials



## Waiting room environment improvement



Not organized.....  
It feels narrow.....  
Laundry is difficult to dry.....

## Improvement Result



It is now spacious! Easy to use!  
Easy to clean!



## Clarification of materials

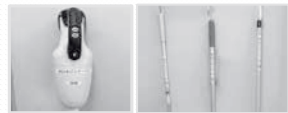


There are too many tools that it is hard to tell which one belongs to us.....I don't know what kind of detergent it is.....

## Improvement result

Prepare cleaning basket

You can see it immediately ly



You can see it immediately ly



## After these two initiatives...

Spaced is created and feels neat

No more forgetting to prepare tools

Less time spent looking for tools



## AI ROBOT



A total of 8 machines are in operation

The machine collects trash that fills the dust box!



## Message from Customer

Starting in 2022, our company will be taking over the cleaning, school affairs, and facilities management services for Rikkyo Jogakuin, and Shin-Nihon Building Services has been providing us with a great deal of support since the start of the operations.

In the beginning, we didn't know how much either and felt like we were overwhelmed with the work in front of us, but seeing how the work environment we inherited from the previous company was well organized and the quality of work improved, we were impressed and felt that we should follow their example. We hope to continue working with you as a partner.

Rikkyo Facility Management  
Maintenance Room General Manager Mr.Suzuki



立教ファシリティマネジメント  
整備室 統括責任者 鈴木 様



I'll try my very best!!



# ['31 Esperanto Site Award] FITNESS CLUB HIROO

## Office Information



Tokyo Metro Hibiya Line  
Hiroo Station 3 mins walk



## Office Information



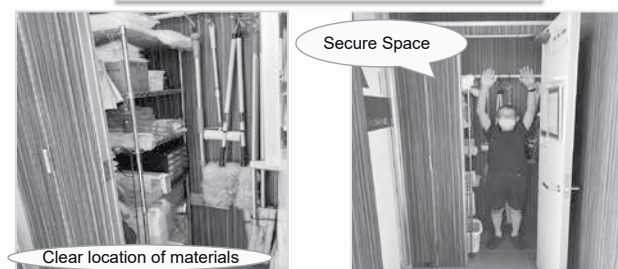
## Initiative ①

Environmental Preparation from the customer's perspective,  
Implementation of 3S in material storage



## Initiative Result ②

### Second Improvement



## Message from our staff

Not only the cleaning skills but also the fact that everyone always interacts with the members with a smile...the people are truly wonderful! When I consulted with them about even small matters, they responded quickly and always made improvements that exceeded expectations. The cleaning staff all get along well and are a great team!

We look forward to your continued support.



## Office Goals

Environmental Preparation from the customer's perspective

Implementation of 3S in material storage

Improving Cleaning Efficiency



## Initiative Results ①

### First Improvement



## Initiative ②

### Improving Cleaning Efficiency



## Continue to evolve through 5S



# ['31 Esperanto Site Award] TAISEI LAMICK



Effective use of walls  
Taisei Lamick is a company located in Shiraoka City, Saitama Prefecture that manufactures plastic films.



▲ Head office



▲ Secondary Office

## About the on-site system

Head office

Secondary Office

Third Office

Dangan's Studio

Taisei Lamick is roughly divided into four buildings with Chief Endo at the center

- ~Chief's Role~  
-Shift Adjustment  
-Material Management  
-Quality Check  
-Add Leverage  
-Interacting with customers etc.

## About the initiative

- ① Add variety to do the work
- ② Organize the material storage area and avoid wasting materials
- ③ Uniformly name containers such as detergents in the SK room to make it easier for everyone to understand (visualize and understand the center)
- ④ Color-coding and stationary management of work areas using micro cloth
- ⑤ Regular meeting and information sharing with the managers
- ⑥ Environment where everyone can discuss their concerns(leads to improvement)

- ① Add variety to your daily work  
Up until now, my shifts involved different lines of work everyday  
"PROBLEM"  
-Work is not completed on time  
-Working in a hurry and not being able to clean properly.  
"IMPROVEMENT POINTS"  
-Stay the work flow in the same place for a week and keep it clean throughout the week.  
-By cleaning small areas in separate parts throughout the week instead of cleaning every area everyday, I am able to work more carefully without rushing.

第1週	月	火	水	木	金
野村	休み	B	C	A	A
藤田	A	A	A	A	A
藤本	B	B	B	B	B
野口	C	C	C	C	C

第2週	月	火	水	木	金
野村	C	C	C	C	C
藤田	休み	A	C	B	B
藤本	A	A	A	A	A
野口	B	B	B	B	B

第3週	月	火	水	木	金
野村	B	B	B	B	B
藤田	C	C	C	C	C
藤本	A	A	A	A	A
野口	A	A	A	A	A

第4週	月	火	水	木	金
野村	A	A	A	A	A
藤田	B	B	B	B	B
藤本	C	C	C	C	C
野口	休み	C	A	C	B

月曜日	月	火	水	木	金
野村	休み	B	C	A	A
藤田	A	A	A	A	A
藤本	C	B	A	C	B
野口	B	C	A	C	A

- ② Organize the material storage area and avoid wasting materials



Effective use of walls

Make it easy to see where the cloth is stored by pasting color sticker

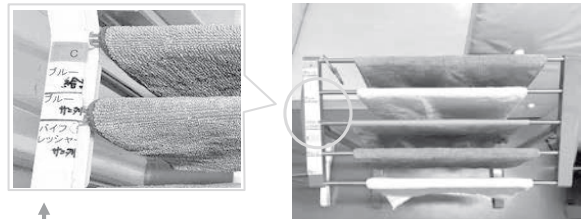
Use boxes to store cleaning materials that tend to get messy.

- ③ Uniformly name containers such as detergents in the SK room to make it easier for everyone to understand (visualize and understand the center)



- Unified into containers of the same color
- Unified naming location
- >Simple, clean and looks great

- ④ Color-coding and stationary management of work areas using micro cloth

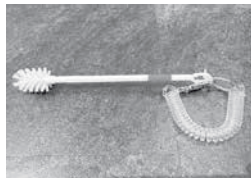


The type of cloth and where to use it are listed on the hanger rack

- ⑤ Regular meeting and information sharing with the managers



<Improvement Example>  
There was a story of an accident in which a cleaning tool fell into a pipe while working, so we made a strap to be worn on the arm to prevent them from falling.



We discuss problems at meetings, work together to think about ways to make improvements, and if we are unable to make improvements, we discuss again and work into it everyday to make the workplace a better place.

- ⑥ Environment where everyone can discuss their concerns(leads to improvement)

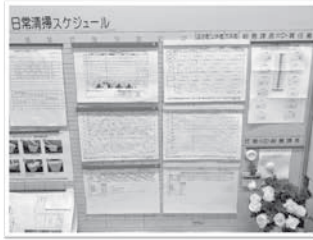
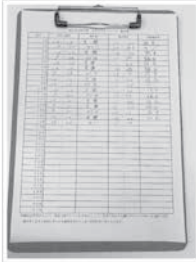


We started using a notice notebook based on advice we received during on-site inspections. When we receive good advice, we immediately put it into practice



# ['31 Esperanto Site Award] SOCOLA MINAMI GYOTOKU

Since there many people, we use handover documents and share them



Morning, noon and night shifts are created by the leader

朝来たら  
まずは  
職の確認

SoCoLA

MINAMIGYOTOKU

By setting up handmade trash cans, I have been able to reduce the amount of time I have to go and check

I made two  
trash cans into  
one and made  
it bigger



イェ!

SoCoLA

MINAMIGYOTOKU

We always create waiting rooms with the spirit of hospitality in mind



ホッと一息

SoCoLA

MINAMIGYOTOKU

Director Okamura of the DX Promotion Department installing a robot equipped with a mop unit

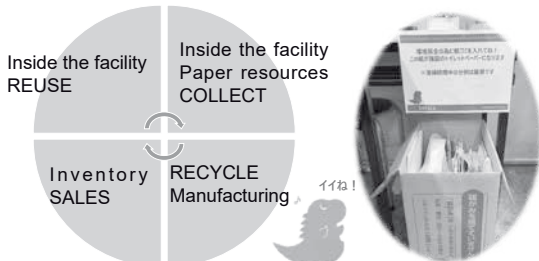


I made a robot house by adjusting  
the height of the chair

SoCoLA

MINAMIGYOTOKU

We have begun to do things that are good for the global environment



持続可能な世界へ

SoCoLA

MINAMIGYOTOKU



We haven't cut corners in the waiting room

SNB流 5S

Sorting  
Shining  
SEITON  
SMILE  
SAWAYAKA

- 整理 (SEIRI) ●Sorting  
必要なものを必要な場所に  
整理する。  
...Put things in order to save space and keep things that are not necessary.
- 清掃 (SEISOU) ●Shining  
いつもきれいに保つ。  
...Keep things clean and shiny to create a pleasant work environment.
- 整頓 (SEITON) ●Set in Order  
必要なものをすぐ取り出せるように  
整理する。  
...Put things in order to make it easy and safe to find and use them.
- スマイル (SUMAIRU) ●Smile  
笑顔で接客し、お客様と  
笑顔で接する。  
...Meet with a smile. Greeting with a bright and  
pleasant smile.
- さわやか (SAWAYAKA) ●Stately and refreshing  
清潔美しく、気持ちよく、  
お客様にサービスをする。  
...Be courteous and pleasant. Provide refreshing  
and professional services.

SoCoLA

MINAMIGYOTOKU

Clean the waiting room everyday so that customers can come anytime



勤続8年目のマキタクン

SoCoLA

MINAMIGYOTOKU

FANTAS + ADDED VALUE



Halloween  
Cleaning Cart



Halloween Fantasia



Cherry Blossom Snowstorm Fantasia

SoCoLA

MINAMIGYOTOKU

We will continue to work with our customers to create a facility that is loved by the local community. Please come to SOCOLA Minami Gyotoku.



お買い物♪

野村不動産パートナーズの皆様

Thank you for listening.  
Please vote

SoCoLA

MINAMIGYOTOKU

Sawayaka Forum

# ['31 Esperanto Site Award] OMIYA MIYACHO CENTER BUILDING



## Office information



◆ Omiya Miyamachi Center Building  
 • Built in 1969 with 12 tenants  
 Access  
 JR Omiya Station East Exit 10 minutes walk  
 Morning 4 people , Afternoon 2 people

We work hard every day with the goal of becoming a business that is loved by our customers



## Changes in work details and schedule

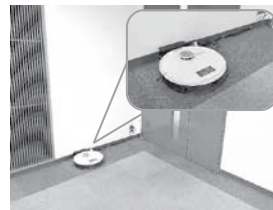
<Number of workers>  
 Morning 4 people  
 Afternoon 1 person (patrol)  
 <Time>  
 7:00-9:40 (2.67h)  
 \*Mon/Wed only +0.5h  
 13:00-16:00 (3h)

<Number of workers>  
 Morning 3 people  
 Afternoon 1 person (patrol)  
 <Time>  
 7:00-10:00 (3h)  
 13:00-16:00(3h)



## Specific changes ①

### Introducing cleaning robots to shared corridors



A total of six small robots have been installed on each floor from the 1st floor to 6th floor.



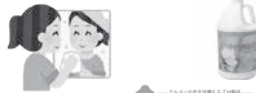
## Specific changes ②

### Changes in materials used and introduction of detergents.

Switching from a corded vacuum cleaner to a handheld vacuum  
 -> improve work efficiency



Use of anti-stain detergent for stainless steel parts and mirrors -> reduction of work burden



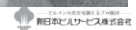
## Changes and effects after implementation



▼ I always take great care of the robot



-The time spent on dust removal can now be spent on other tasks  
 -The work hours are the same on the days when tenant cleaning starts and on their days of the work.



## Changes and effects after implementation

-The effect of anti-stain detergent makes difficult for dirt to stick +even if it sticks, it can be easily wiped off.  
 ->You can maintain the cleanliness with a little effort



## <WARNING>

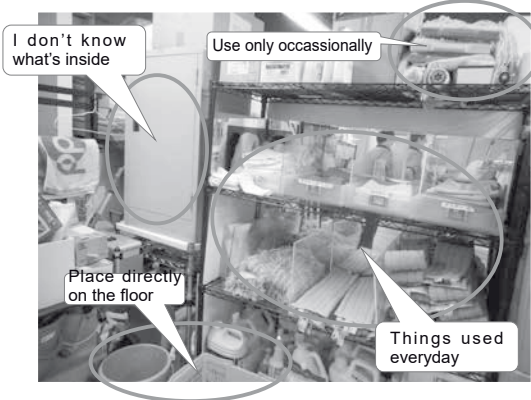
You can watch the videos by scanning the URL or QR code.

When watching, please be mindful of your data usage to avoid incurring expensive communication charges from your telecommunications company.



# ['28 Excellent Site Award] SHISEIDO GINZA BUILDING

## Condition before improvement (near entrance)



## Points For Improvement

- Throw away what you don't need !
- Make the most of what is available.
- Make it obvious at a glance.
- Place frequently used items near the entrance. Store things you only use occasionally towards the back.
- Collect similar items

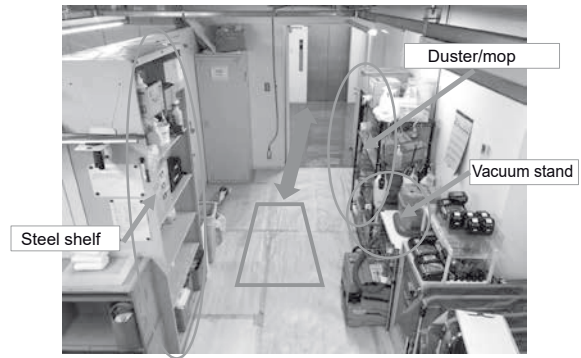


## Improvement 3 [Vacuum stand for mop pad]



## IMPROVEMENT EFFECT

### [One stop complete service]



## Improvement 4 [Stock product layout 1]



## Improvement 5 [ Layout of stock items 2]



## IMPROVEMENT EFFECT

### [3 carts can be placed]



We will create a miracle in Ginza

# ['29 Excellent Site Award] Keio Presso Inn Ikebukuro

## About Keio Presso Inn Ikebukuro

- Business hotel of the Keio Electric Group
- Located at the East exit of Ikebukuro station, Toshima-ku, Tokyo
- Grand opening in February 2009
- 231 Guest rooms
- 36 Sawayaka Employees
- Person in Charge-Ms. Takei Sub-Mr. Gangaram



人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## Hotel Cleaning Features

### ② High quality and speed are highly required

- ☞ A single strand of hair causes complain
- ☞ Double-check by housekeepers and inspectors
- ☞ The average training period for new employees is 3 months

First day of work 1 room=60mins~90mins



After 3 months 1 room=20mins

人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## 5S to be Implemented

- 5S to improve quality
- 5S to prevent mistakes
- 5S to improve efficiency
- 5S to prevent accidents, etc.



You can't get started without stable human resources



5S to retain human resources

人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## Diverse Human Resources

- Men and women of all ages, from 21 to 75 years old
- Foreigners employed (22 out of 36 employees)

Philippines, Indonesia, Nepal, India, China, Vietnam, Myanmar



In Japan, where the birthrate is declining, hiring foreign members (SAWAYAKA employees) is key

人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## SAWAYAKA Employees

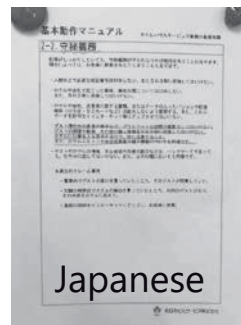
### Creating a pleasant working environment for SAWAYAKA employees



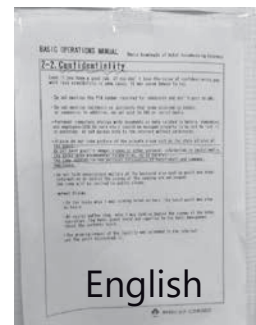
- ① We are all human beings
  - ☞ Even if words are hard to understand, attitudes can be conveyed
- ② It's natural that Japanese is hard to understand
  - ☞ Communicate in easy-to-understand Japanese (words, etc.)
  - ☞ Provide English translations, etc., if necessary

人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## Informing foreseeable matters



Japanese



English

人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## Display that anyone can understand



人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

## 5 S, others

After



人と建物を両立させる環境サービス  
新日本ビルサービス株式会社

# ['30 Excellent Site Award] Unicus Konosu/Security Guard

The 30th Sawayaka Forum presentation materials

## A pleasant facility that everyone loves to visit again

Workplace : UNICUS KONOSU



## 1. Office Information



- Date opened : Sep 17, 2010
- Address : 225-1 Kita-Shinjuku, Konosu City (along R17)
- Access : 10 minutes walk from Gyoda Station on JR Takasaki Line
- Number of stores : 22 stores (Yaoko etc.)
- Parking Space : 350 spaces



## 2. Office Goals

### A lively and beautiful facility

「Safe」 「Secure」 「Pleasant Facility」



## 3. Collaboration and Mutual Support

### — We work collaboratively—



## 4. Greening Management

### Planting Maintenance and Management

We are actively working around national highways as well!



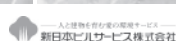
## 5. Crime Prevention and Safety Activities

Cooperate with crime prevention, traffic accident prevention, and fraud prevention activities within the facility!



## 6. Store patrol and security measures

Manpower allocation and response from a security standpoint due to the introduction of self-service registers!



## 7. We will keep up the good work!!

GRATITUDE

SMILE

PASSION

...with all of these, we will do our best!!!



# SAWAYAKA Basic rules for employees

---

As a basic rule for SAWAYAKA employees, please check it regularly. Please read it over during meetings or when teaching new employees.

It is also our job to follow the important ideas and rules in our work that we want to share as a company.



## Basic operations in the workplaces①

---

- Let's give a pleasant greetings and response.
- Always keep an eye on your surroundings.



## Basic operations in the workplaces②

---

- Carrying materials and equipment on your shoulders ✕
- Putting your hands in your pockets ✕
- Using a phone while walking ✕
- Taking breaks at the SK, toilet, and stairs ✕



## Appearance①

---

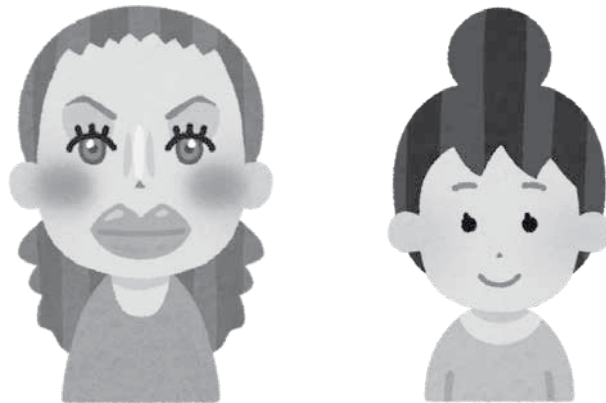
- Let's wear the uniform that the company or workplace provided you to wear.
- Close the zipper on your blouson.



## Appearance ②

---

- Noticeable makeup ✕
- Noticeable accessories ✕
- Tie your long hair.



## Confidentiality

---

- Don't talk about the internal information of customers and companies.
- Don't post on social media, etc.

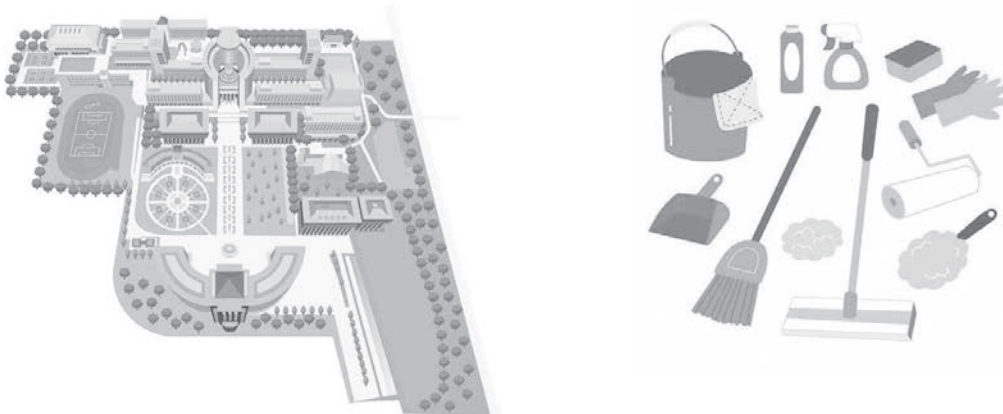




## Handling and use of facilities and equipment ①

---

- Your facilities, fixtures, and cleaning tools are not your personal property, so please handle them with care.



## Handling and use of facilities and equipment ②

---

- Do not damage it.
- Don't get it dirty.
- Please do not use or move it without permission.
- Get permission before using.
- Items that are allowed to be used must be returned to their original condition after use.
- Make sure to take care of anything that requires maintenance.

## Preventing from leaving cleaning tools behind

---

- Keep things in the same place (even while working).
- When you finish working, check again to make sure you haven't left anything behind or have any other problems.
- When you put things back, make sure you have all the tools you took out.



## How to borrow a key ①

---

- To prevent forgetting to return the key or forgetting to fill out the information, be sure to follow the rules at the workplace.

When borrowing . . .

Write information in the rental book

⇒ Borrow the key

When returning the key . . .

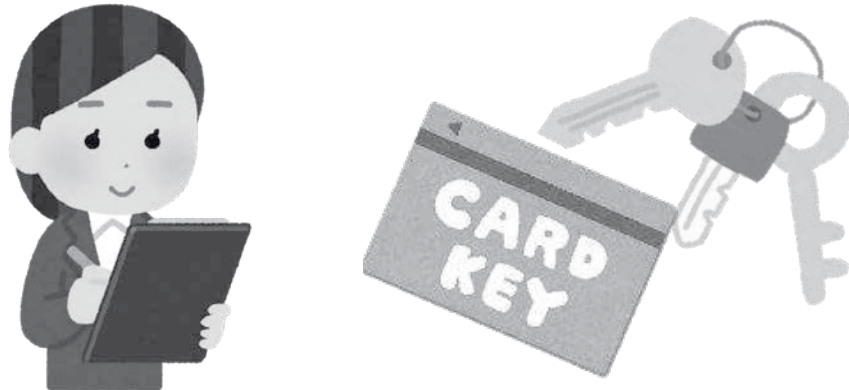
Return the key

⇒ Write the details in the rental book

## How to borrow a key ②

---

- Be careful not to make any omissions or mistakes in the rental book.
- Write the letters neatly.



## How to keep the keys

---

- Keys should be attached to your body
  - \* Waist pouch, pocket with button or zipper, strap, etc.
- If you have large numbers of keys, put them in a bag so they are not visible from the outside.



# Handling the key

---

- Do not leave the key in the door or leave it unattended while working.
- Handle it carefully to avoid damaging or bending it.
- It is prohibited to directly re-rent the keys. If you wish to hand over the key halfway, please write it in the rental book.



## Inspection of keys①

---

- If you have multiple keys, be sure to count them when borrowing and returning them.
- Be sure to check for any defects in the key wire and rings.



## Inspection of keys ②

---

- Check the key when moving.
- Make sure you don't forget to check your bag or uniform before going home.
- Unauthorized copying of keys is strictly prohibited.
- It is prohibited to take the key outside the workplace. (exceptions apply)



## Reporting①

---

- Our job is the most one to notice any defects. There are things we can notice by "touching." Please report promptly if we find "looseness", "rattling(sound)", or any "unusual things."
- If you discover an incident, accident, or any defects, report it to the Person in charge or Chief immediately.
- \* If it's not urgent, you can report it after the work is done.



## Examples of Incidents • Accidents • Defects ①

---

- Occurrence of injury or illness not only to our staff but also to our customers.
- Loss of key
- Damage to facilities
- Fire
- Water damage
- Stealing



## Examples of Incidents • Accidents • Defects ②

---

- Unknown person locking the key.
- Received instructions directly from an unknown customer.
- Unusual items are placed in common areas.
- There's a suspicious person.



## Examples of Incidents • Accidents • Defects ③

---

- Leaving the electricity and air conditioner on.
- Windows left open.
- Light bulb out (only in common areas).
- Damaged or broken walls, floors and fixtures.
- Clogged toilet.
- Water leakage.
- Rainwater leakage.



## Reporting ②

---

- When a customer asks you something, answer to the best of your knowledge.
- If you don't know, say "I don't know" (don't guess).
- Let's report to the Person in charge what kind of story was told by whom.



## Submission of lost item ①

---

- Submit lost items to the Person in charge or Chief.
  - If you find any particularly valuable items, immediately report them to the Person in charge or Chief.
- \*Please follow the rules for each workplace.



## Submission of lost item ②

---

- When the Person in charge or Chief is not at the cleaning office, leave a lost item with a note.
- The note must include the location, time, and name of the person who found it.





# Examples of valuable items

---

\*Items that can be used to identify the owner

- Wallet
- Student ID
- Driver's license
- Commuter pass
- Cell phone
- Laptop, tablets
- Credit card, cash card



# Valuables in the garbage

---

- If you find valuables in the garbage, report them immediately to the Person in charge or Chief.
- It is strictly prohibited to store them in the equipment warehouse.
- To avoid problems during searches, separate your garbage carefully on a daily basis.



# SNB Cleaning Basics

We will unify the company's approach and methods along with toilet cleaning points!

What is generally required for a toilet?

- Convenience (number of restrooms, child-friendly, powder corner, etc.)
- Comfort (ratio of Western-style to Japanese-style rooms, size of private rooms, etc.)
- **Cleanliness (cleaning, smell, etc.)** and others.

Freshness, Cleanliness, and Smell are our core business.

Let's aim to create a comfortable and clean toilet environment!

## ■ Review

Review the toilet cleaning procedures.

- 1、 CP Cleaning and replenishment of supplies
- 2、 Garbage Collection
- 3、 Cleaning of Sink
- 4、 Cleaning of large toilet bowls
- 5、 Cleaning the urinals
- 6、 Sweeping and wiping of floors
- 7、 Inspection

Applying detergent to urinals beforehand will improve the cleaning effect.



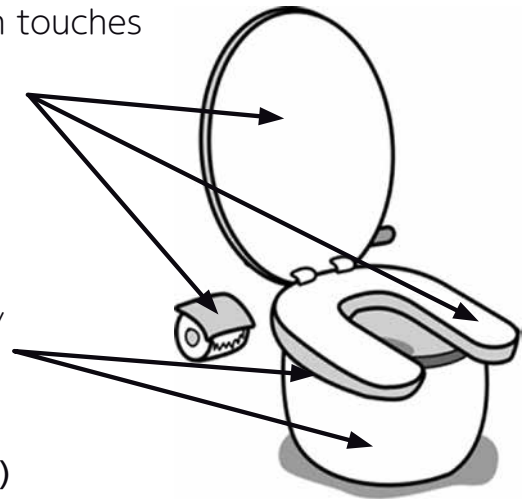
Check the solid surfaces you can reach every day, and at least once a week for solid surfaces you can't reach



**General Cloth Color Coding**

- Pink ... Used in urinals and toilets
- Blue ... Used in sink/washbasin
- Yellow ... Where people touch, CP (handrails, toilet seats, etc.)

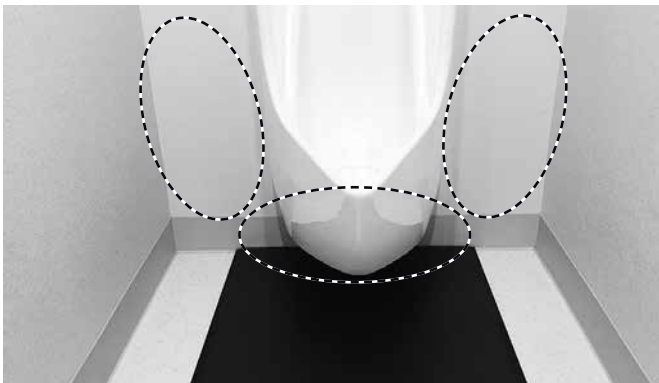
Where skin touches (Yellow)



Back of toilet seat/ toilet bowl (Pink)

**Dirty areas (points to keep in mind when cleaning)**

Walls around the urinal/bottom of the toilet



side of toilet bowl (rim)

Upper part of urinal



Under the toilet seat



Inside of the urinal (before cleaning)



Inside of the urinal (after cleaning)



The odor is caused by the ammonia odor due to urinary stones (including urine splashes). Remove it using acidic detergent.

This will remove the odor. This is the point to check if there is a smell.

# Challenge to Vision 2030

A Company with three Generations, from the earlier to the rising, and the youthful ones  
aiming to be the best facility management company in Japan.

A company that brings people together by mastering the 5S method and not by its scope,

A company where people are eager to come and engage to work

A company where each individual's unique life shines brightly

A company that embodies the concept of **“Forever Young.”**



**SHIN-NIHON BUILDING SERVICE CO., LTD.**

Address/ 4-22-11 Higashi-Omiya, Minuma-ku, Saitama-shi,  
Saitama 337-0051

TEL.048(667)3900 FAX.048(667)3663

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