



### From employees to the families Friendliness to our planet

Since the time I was assigned to the environmental accounting group, I have stronger motivation for ecologic activities. I save electricity, I don't waste resources, and I take part in the used-stamp collecting activity to donate wheel chairs. It would be wonderful if we could convey the eco-friendliness to the next generation and the generation after that through many kinds of environment activities.

Sagawa Express Hokkaido Regional Office  
Administrative Dept., Administrative Division  
**Aya Kobayashi**



### I want to deliver parcels with smile

I joined Sagawa Express, because I wanted to work just like a certain female driver I knew who always delivered parcels cheerfully with a smile, however big the parcels were. Now that I am a sales driver, just as I wanted to be, I am doing my best to deliver parcels to customers with a smile.

Sagawa Express Sendai Branch Sales Dept.  
**Megumi Kitamukai**



### I never do any "sudden" operation

What I try to do everyday is Eco Safety driving. While driving, in order to avoid sudden startup, sudden acceleration, and sudden braking, I fully concentrate on driving, having temporal and emotional leeway, and check the situations around me with a broad perspective. Such driving leads to reduction of CO<sub>2</sub> emissions and safe driving, which is the most important thing.

Sagawa Express Josai Branch Chief in Sales Dept.  
**Kuniyuki Ohsawa**



### Be a driver who is loved by people!

For the purpose of "no accident in my area," I contribute to safety by driving as a pacemaker who observes the speed limit. I will do anything, however trivial it may be, with the objective that as many drivers as possible are loved by the local citizens and that Sagawa Express can make further contribution to society.

Sagawa Express Nagoya Branch  
Chief in Sales Dept.  
**Yuji Maeno**

# We want to make further contribu

## Please listen to the voices of the empl



### To be trusted by customers through rapid delivery

I feel happy when I can support the work of my customers and make them happy through pickup and delivery of parcels. I would like to expand my knowledge I learned in the driver contest to be a safer and more reliable driver and to contribute to reduction in the number of traffic accidents.

Sagawa Express Higashi-Osaka Branch Sales Dept.  
**Konatsu Sugimoto**



### Protect children's smile through traffic safety school

Through the contact with kindergarten and lower grade school children, I try to teach them the traffic rules and safety issues from the point of view of the driver who drives everyday. What I realize in conversation with our customers is that we deliver feelings of customers together with the parcels. Feeling satisfaction with this, I want to win more trust from the customers.

Sagawa Express Tottori Branch Sales Dept.  
**Nobuharu Suemune**



### Serve as a pipeline in every process of the material flow

When I can support my customer's work by making suggestions on the transport plan suitable for the customer, I feel that I am serving society. If I visit my customer with smile, a smile comes back. I want to contribute to the local society, by delivering positive energy together with the parcels.

Sagawa Express Miyakonojo Branch Sales Dept.  
**Mitsugi Jingao**



### I also deliver feelings which are put into the parcels with care

When I delivered and installed a TV set for an old man who lived alone, he was very pleased to see the DVD pictures of his grandchildren on the TV set. Having seen his pleasure, I felt so happy, because delivered the warm feeling of his son's family, and I too could feel the sensation the old man was feeling.

Sagawa Moving Center Tokyo Branch  
**Takashi Tsuchie**



### To create a logistics center considering the environment

Sagawa Ryutsu Center contributes to environment-friendly "Green Logistics" by suggesting uses of recycled cushioning materials, reduction of tailpipe gas, and recycling of garbage. We will continue to make efforts in eliminating "Muri, Muda, Mura" (unreasonableness, waste, and inconsistency) in our operation, while taking good care of our customers precious goods.

Sagawa Global Logistics Nishi-Tokyo  
Branch Chief in Ohi SRC

**Kanoko Miyagi**



### Always friendly to the customers

I accept phone inquiries from customers. I think my contribution to the company would be to provide them with information necessary for easy management and more efficient use of e-collect. In the future, I would like to actively take part in in-house environmental activities, such as the Eco Cap Campaign.

Sagawa Financial  
Customer Support Team,  
Sales Promotion Group, Settlement Service Div.

**Kyoko Takahashi**



### Giving satisfaction to customers as a kind of repayment

As job a qualification, I had only a normal driver's license. Still, I could join this company and am doing well, and that's all thanks to my boss and fellow workers. To give something back to them, I have obtained skills and knowledge to perform vehicle inspection and servicing to customers' satisfaction. I would like to make an effort to further contribute to the company.

SG Motors Hiroshima Branch  
Toyokazu Kawabata



### Smooth shipment to customers

I provide customers with telephone support concerning the Sagawa Express Shipment Support System, "e-Hiden series." When I can solve a problem or trouble of the customer, I really feel happy to be able to be of service. The words of "thank you, you helped me so much" please me very much.

Sagawa Computer System, System Service Dept.  
Okinawa Contact Center

**Emiko Sakamoto**

# Contribution to the society more actively!

Employees of SG Holdings Group



### Giving priority to the other person over myself

Now that I am currently engaged in ISO 14001 related jobs, I make it a rule to think before acting about what is a good environment for the company, employees, and local community and what is needed from us. This year is the 10th year since I joined this company. I am very proud that I am an employee of SG Holdings Group.

Sagawa Advance Head Office  
General Affairs Dept.  
**Hisako Kondoh**



### Safer traffic with less illegal parking

I think we contribute to society with our business operation of pay-per-the-hour parking spaces, in the sense of reducing illegal parking. Besides, if we have more parking lots, we can use roads more widely, which leads to reduction in the number of traffic accidents. That means we protect the social safety.

SG Mobile Support Tokyo Branch  
**Kouichi Hamada**



### To satisfaction of the facility users

We perform proper management of the facilities of our company as well as of buildings of which management we are entrusted with, preventing water and soil contamination related to fuel tanks in the basement or septic tanks. Through our business of real estate management, we will make active proposals for building with the concept of energy saving, when our customer plans renewed or new construction.

SG Realty Operation Section, Operation Dept.  
Tohoku Region Group  
**Takaharu Komaki**



### Nice words from customers

"I had a good time today! I will come again." "Thank you." When I hear customers saying so with smile, I feel refreshed and swear I will work hard so that I can give energy for the following day's work to customers. I will continue providing good service, hoping that our customers can have a good, comfortable time from it.

Nouvelle Golf Club  
Sales Section Reception Desk  
**Masami Matsubara**