

KGIs and KPIs for Material Sustainability Issues

The Sustainability Working Group held repeated discussions on their ideal image of SECOM from a long-term perspective and established KGIs for the six material sustainability issues. More in-depth discussions were held with the goal of clarifying what actions will be necessary to achieve these KGIs, which were then narrowed down into KPIs for each individual issue. We carefully manage progress toward the achievement of KPIs for each material issue and make use of the Plan-Do-Check-Act (PDCA) cycle to evaluate sustainability initiatives promoted.

Scope of targets: SECOM CO., LTD. and its consolidated subsidiaries ("Achieve carbon neutrality by 2045"), SECOM CO., LTD. (all other KGIs)

- *1 Crime prevention rate: Indicator SECOM uses to measure progress toward achieving zero intrusions or thefts for subscribers
- *2 Response rate: Percentage of calls answered, excluding calls disconnected by the customer within five seconds
- *3 Cumulative total from 2021 through 2030
- *4 Limited to security equipment developed by SECOM
- *5 Electric vehicles: Hybrid vehicles (HVs), plug-in hybrid electric vehicles (PHEVs), battery electric vehicles (BEVs) and fuel-cell vehicles (FCVs)

Material sustainability issues	KGIs
1 Customer-oriented services 	Aim for zero loss of life or property Aim for zero customer concerns
2 Leveraging advanced technologies and partnerships 	Continue to create "Japan-first" services that deliver safety and peace of mind
3 Employee self-realization and diversity 	Realize job satisfaction for employees and create employee-friendly workplaces Achieve active participation for human resources by capitalizing on diversity
4 Fair corporate activities and respect for human rights 	Earn recognition in society as a company that protects human rights Create an open organization in which employees can act autonomously
5 Decarbonization and a recycling-based society 	Achieve carbon neutrality by 2045 Realize a circular economy
6 Coexistence with local communities 	Earn society's trust as a company that contributes to the safety of local communities

KPIs	Targets	Target years
Crime prevention rate*1 for intrusions and thefts	100%	2030
Response rate*2 to telephone calls from customers	96%	2026
"Peace of mind" score in surveys of SECOM Home Security subscribers	100%	2030
News reports on research achievements that contribute to peace of mind for society	30/year	2030
Development/announcement of new systems and services that are firsts in Japan*3	Cumulative total: 10	2030
Number of verification tests conducted together with other companies, local governments, educational institutions and others*3	Cumulative total: 100 (10/year)	2030
Percentage of security equipment requiring no installation*4	10%	2030
Training hours/person	50 hours/year	2030
Paid leave usage rate	80%	2030
Female managers as a percentage of total management team	30%	2030
Gender pay gap	85%	2030
Percentage of male employees taking childcare leave	50%	2025
Percentage of employees completing human rights and harassment prevention e-learning programs	100%	Annual
Contributions to lifesaving, fraud prevention and other initiatives (Commendations received from the president or a division head)	—	Annual
Decrease in greenhouse gas emissions from the fiscal year ended March 31, 2019	45%	2030
Renewable energy as a percentage of total energy used	100%	2045
EVs*5 (excluding special vehicles) as a percentage of total business vehicles	100%	2030
BEVs and FCVs (including motorcycles) as a percentage of total business vehicles	100%	2045
Virgin plastics derived from fossil resources as a percentage of total materials used in containers and packaging*4	0%	2030
Plastics derived from fossil resources as a percentage of total materials used in containers and packaging*4	0%	2045
Participants in child safety workshops (DVD teaching materials)	100,000/year	2027
Annual visits to SECOM's safety awareness websites	5,000,000 page visits	2027
Partnerships with local enterprises (business collaboration, joint participation, cooperation)	10/year	Annual
Participants in AED training sessions	40,000/year	2030

Note: Results for the fiscal year ended March 31, 2023, are scheduled to be posted on the SECOM website in November 2023.