

SPECIAL FEATURE

Capitalizing on Comprehensive Strengths to Expand Future Potential

Ensuring Safety and Peace of Mind at Airports

We have helped enhance the efficiency of security services at airports, which has conventionally centered on security guards, by leveraging innovative technologies. Going forward, we will build on know-how accumulated in this area to provide comprehensive security for large-scale facilities.

Background:

The privatization and rationalization of airport operations across Japan

Recent years have seen the privatization and rationalization of airport operations in all parts of Japan. This has improved overall service quality by, among others, reducing landing fees and enhancing the administration of passenger terminals. In addition to making Japanese airports the choice of domestic and foreign carriers, this is expected to positively impact local economies, including by boosting tourism.

Comprehensive capabilities lead to orders for security services at major international airports

As part of an effort to streamline management, in 2020 Kansai International Airport and Osaka International Airport (Itami) placed an order with SECOM for security services—a move aimed at overhauling airport security—which we began providing in 2021. We earned high marks on three particular fronts: our solid track record in the provision of static guard services at the international passenger terminals of the Narita International Airport and Tokyo International Airport (Haneda), as well as airport surface management and aircraft parking bay management at four other domestic airports; our capability-based planning, which centered on mechanized security services as a strategy to guarantee both safety and productivity; and our proposal for a comprehensive solution underpinned by experience and know-how in the provision of airport security.

Leveraging innovative technologies to achieve superior security and a 30% reduction in labor requirements

Conventional airport security depends heavily on skilled security guards. Accordingly, securing human resources has always been a challenge. Anticipating further declines in Japan's working population going forward, we sought to create a security configuration at both airports to enhance the quality and efficiency of security. This involved reassessing requisite security levels in different areas and introducing innovative technologies. Our revised configuration reduces labor requirements by 30%, achieving superior safety while also improving productivity.

A monitoring configuration that delivers uninterrupted SECOM-standard security

Around-the-clock security at both Kansai International Airport and Osaka International Airport is managed from a single central SECOM control desk located at the former, a configuration that facilitates careful monitoring that capitalizes on our know-how in on-line security systems, providing seamless safety and peace of mind. At both airports, we take responsibility for managing all aspects of security in line with our airport security plan, including providing training and direction to partner security services companies, creating a single cohesive team.

Building on know-how in airport security

Based on our experience providing security at these two airports, we established proprietary standards for effective, integrated airport safety and security. In July 2022, security services company Senon Ltd., which specializes in static guard services for large-scale commercial facilities, among others, and also provides airport security services at 35 airports across Japan, joined the SECOM Group. In addition to reinforcing the sales channel between us and airports, this acquisition brings together Senon's strengths as a security services company and our technological capabilities, positioning us better to provide high-grade, highly efficient security services.

Looking ahead, we will continue to promote our own unique capabilities in the area of security services for airports with the aim of securing new orders from airports in Japan and overseas. At the same time, we will further leverage know-how accumulated in this area, channeling our ability to provide comprehensive security for large-scale facilities that combines human skills and mechanization to further expand the scope of our operations.



Deployment of security robots decreases patrols by human guards

Autonomous patrolling robot Secom Robot X2 was deployed at Terminal 2 of Kansai International Airport and on the concourse outside the ticket gates at the railway station connected to the airport. This made it possible to monitor images captured by built-in cameras and inspect unattended items remotely, which helped rationalize security patrols.



Mounting of cameras on patrol vehicles lowers requirements for patrol vehicle personnel

High-precision cameras were mounted on security patrol vehicles, enabling real-time, 360-degree monitoring and recording. As a result, patrol vehicle personnel requirements were halved.



Installation of new automatic vehicle gate system shortens vehicle confirmation

An automatic license plate authentication system was installed at gates controlling the entry and exit of vehicles into the airports. This reduced the need to post guards at these gates and dramatically lowered the average per-vehicle inspection time, previously three minutes, to a mere 10 seconds.