

## SECOM's CSR

### □ Basic policies

Having always acknowledged the importance of ensuring sustainability for ourselves and for society, we actively seek to

- contribute to society through our business activities,
- identify and cultivate businesses that enable us to fulfill our responsibility to contribute to society, and
- drive ongoing innovation.

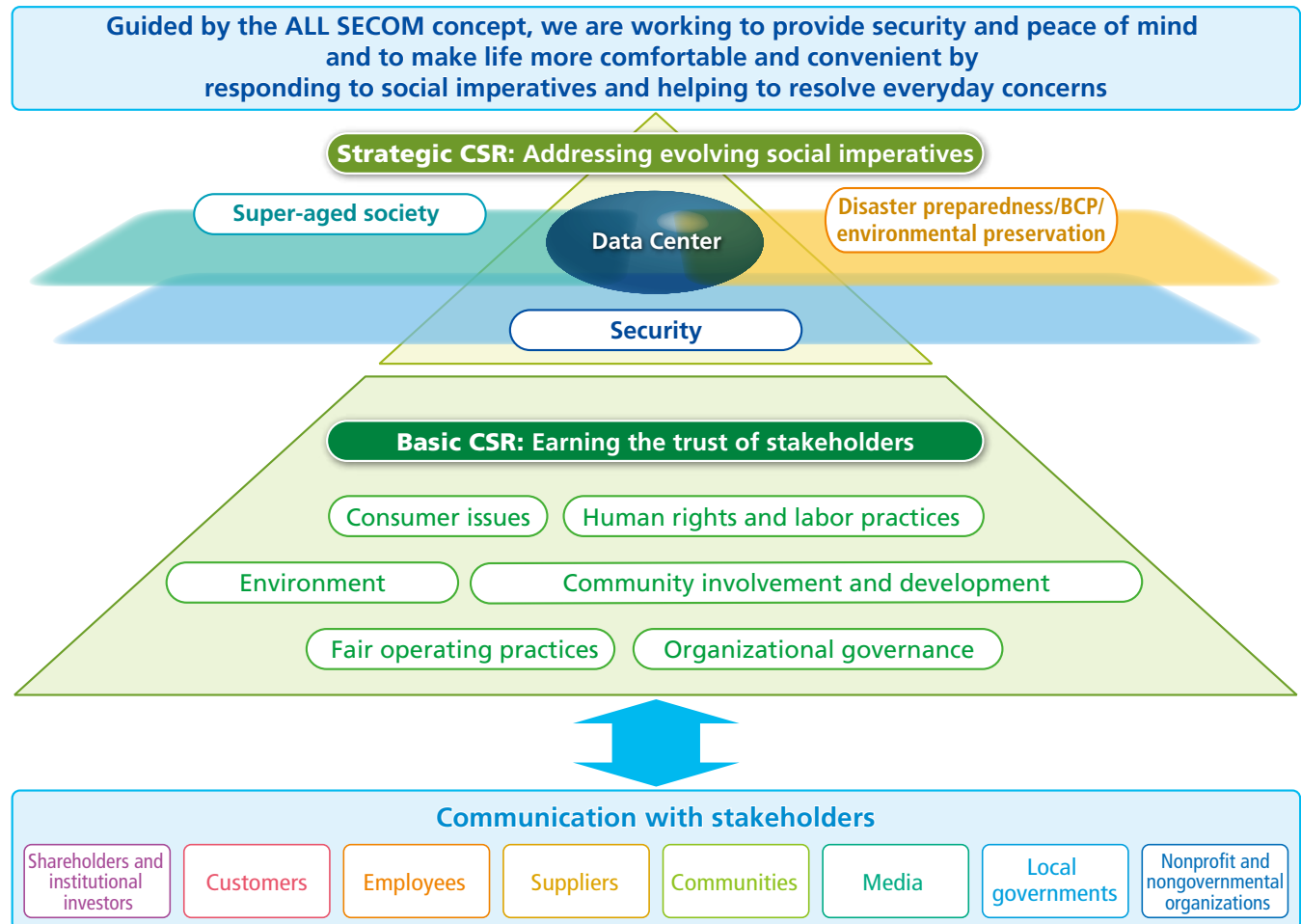
We promote a variety of CSR initiatives, which we classify as either "strategic" or "basic." We also promote active dialogue with our many stakeholders with the aim of further expanding our efforts. Going forward, we will continue working to respond to society's expectations.

### □ Strategic CSR: Addressing evolving social imperatives

Our strategic CSR initiatives emphasize capitalizing on the principal sources of our competitiveness, namely, our technologies, human resources and operating organization, and on our ability to make effective use of Big Data, made possible by our network of data center facilities, which underpins our business infrastructure. Guided by the ALL SECOM concept, which focuses on rallying Group strengths, we continue working to develop and provide a wide range of services and systems in line with three key themes—security, a super-aged society and disaster preparedness/BCP/environmental preservation.

### □ Basic CSR: Earning the trust of stakeholders

As a company that seeks to provide security and peace of mind, we recognize the importance of ensuring that both our corporate philosophy and our business conduct are correctly understood and positively evaluated by society, thereby assuring that our stakeholders continue to see us as a trusted partner. To this end, we have always adhered to stringent internal standards for compliance and risk management that exceed those mandated by laws and regulations in Japan.



## □ Basic CSR initiatives

We have aligned our basic CSR initiatives with ISO 26000, the international standard for social responsibility. Taking into account the key areas of focus outlined in ISO 26000, we have identified and continue to emphasize efforts in the following categories.

### Consumer issues

To ensure the quality of our services is consistently worthy of the SECOM name we have established a framework in our security services business that ensures exceptional safety and reliability across all processes, from R&D through to maintenance, and conduct practical training for employees that aims to enhance know-how and skill levels, thereby contributing directly to improvements in quality and reliability. We work to further enhance the quality of our services by paying heed to feedback received by SECOM customer service centers, as well as by speaking directly to customers.



SECOM customer service center

### Human rights and labor practices

In line with our belief that creating working environments conducive to job satisfaction and helping employees fulfill their potential are key to driving growth for SECOM, we have established a variety of unique employee training programs designed to maximize individual talents and hone skills. We recognize respect for human rights as an essential aspect of corporate management and

provide training aimed at enhancing employees' understanding thereof.

We also place a priority on ensuring safety and a favorable work-life balance for our employees. Accordingly, we have put in place generous health management and leave programs.

### Environment

In the belief that protecting the environment is essential to our ability to provide security and support comfortable lifestyles, we continue to promote awareness of our environmental philosophy—which is to incorporate consideration for the environment into all areas of our operations—and our basic environmental policy among all employees. We are also implementing measures aimed at addressing such key issues as global warming and resource depletion and ensure our operations conform with pertinent laws and regulations.



Fuel-efficient SECOM service vehicle

### Community involvement and development

We recognize contributing to the community through the provision of



Crime prevention awareness program featuring skits and other activities

security and peace of mind, as well as through the creation of employment opportunities and support for local development, as an important responsibility. Accordingly, we promote a variety of efforts designed to contribute to communities. These include offering programs for children, women and seniors designed to raise crime prevention awareness.

### Fair operating practices

Efforts to strengthen our cooperation with suppliers, as well as to promote mutual understanding and compliance with laws and regulations, have enabled us to create a solid framework for providing high-grade services and systems. We also work to promote awareness of key components of CSR, including the safeguarding of human rights, ensuring industrial safety and employee well-being, and protecting the environment, across our entire value chain.

### Organizational governance

To increase the efficiency and transparency of management practices, thereby enabling us to consistently increase our corporate value, we have taken steps to enhance our corporate governance system, including appointing independent outside directors. We are also promoting decisive management-led efforts to strengthen our compliance framework and improve disclosure.