サステナビリティ重要課題とKGI・KPI
KGIs and KPIs for Material Sustainability Issues

対象範囲：❶セコム（株）、❷セコム（株）および国内連結子会社、❸セコム（株）および連結子会社（海外含む）

Scope of Targets: ❶SECOM CO., LTD., ❷SECOM CO., LTD. and domestic consolidated subsidiaries,❸SECOM CO., LTD. and consolidated subsidiaries (including those overseas)

重要課題 Materiality Themes	KGIs（目指す姿） Key Goal Indicators	KPIs（KGIに向けた指標） Key Performance Indicators	目標値 Targets	目標年 Target Years	2023年度実績 FY2023 Results	2024年度実績 FY2024 Results	2025年度実績 FY2025 Results	2025年度の主な取り組み （進捗状況など） FY2025 Main Initiatives (progress, etc.)	対象範囲 Scope of Targets
お客様視点のサービス Customer-oriented services	**人命・財産被害ゼロを目指す** **Aim for zero loss of life or property**								
		侵入・窃盗の「防犯率※1」 Crime prevention rate*1 for intrusions and thefts	100%	2030	99.98%	99.98%	99.98%	社内において実績を適切に管理、目標に向けた取り組みを継続 Appropriately managed results internally and continued to implement initiatives to achieve our targets.	①
	お客様の不安ゼロを目指す **Aim for zero customer concerns**								
		お客様からの電話連絡への「応答率※2」 Response rate*2 to telephone calls from customers	96%	2026	89.8%	93.0%	95.3%	AI活用による業務効率化とスキル細分化を推進し、応答率を改善。 Promoted operational efficiency through the use of AI and the specialization of skills, resulting in an improved response rate.	①
		セコム・ホームセキュリティお客様アンケートの「安心感」スコア “Peace of mind” score in surveys of SECOM Home Security subscribers	100%	2030	96.4%	96.9%	96.9%	お客さま担当の活動分析に基づく継続的な改善と柔軟な人材活用を実施 Implemented continuous improvements and flexible workforce utilization based on analyses of customer representative activities.	①
先端技術の活用と パートナーシップ Leveraging advanced technologies and partnerships	**日本初の“安全・安心”サービスを創出する企業であり続ける** **Continue to create Japan's first services that innovatively offer "safety and peace of mind"**								
		社会の安心に貢献する研究成果のニュース発信件数 News reports on research achievements that contribute to peace of mind for society	30件/年 30 reports/year	2030	20件 20 reports	24件 24 reports	33件 33 reports	研究成果をセコムIS研究所サイトにて積極的に発信 Actively published results of our research through the SECOM Intelligent Systems Laboratory website.	①
		国内初の新システム・新サービス開発の公表件数※3 Development/announcement of new systems and services that are firsts in Japan*3	計10件 10 in total	2030	計5件 （当期3件） 5 services	計6件 （当期1件） 6 Services	計8件 （当期2件） 8 services	・警備会社初、公道走行可能なロボットとして「cocobo」が認定 ・cocobo was certified as the first public road-operable robot developed by a security company. ・日本初、家庭用AEDにショックボタンの操作が不要なオートショック機能を搭載 ・Introduced Japan's first home-use AED featuring an automatic shock function, eliminating the need for manual shock-button operation.	①
		企業・自治体・教育機関等との実証実験件数※3 Number of verification tests conducted together with other companies, local governments, educational institutions and others*3	計100件 （10件/年） 100 in total (10/year)	2030	計19件 （当期7件） 19 tests	計27件 （当期8件） 27 tests	計31件 （当期4件） 31 tests	企業とは3件、自治体とは1件の実証実験を開始 Conducted three verification tests with other companies and one with local governments.	①
		設置工事不要のセキュリティ機器・システムの割合※4 Percentage of security equipment and systems requiring no installation*4	10%	2030	8.2%	8.8%	9.1%	アプリが新たに追加されたため、設置工事が不要な製品の割合が向上 The addition of a new app increased the proportion of products that do not require installation work.	①
社員の自己実現と ダイバーシティ Employee self-realization and diversity	**「働きがいも、働きやすさも」実現する** **Realize job satisfaction for employees and create employee-friendly workplaces**								
		一人当たりの研修時間 Training hours per person	50時間/年 50 hours/year	2030	28.1時間 28.1 hours	28.8時間 28.8 hours	36.1時間 36.1 hours	オンライン研修の本格活用、研修プログラムの拡充 Broader adoption of online training and expansion of training programs.	①
		有給休暇取得率 Paid leave usage rate	80%	2030	66.4%	68.8%	72.0%	柔軟な制度運用により、有給取得を促進 Promoted the use of paid leave through the flexible operation of leave policies.	①
		健康経営度調査のスコア Score on the Survey on Health and Productivity Management	健康経営銘柄 The Health & Productivity Stock Selection	2027	—	健康経営優良法人 Health & Productivity Management Outstanding Organization	健康経営優良法人 Health & Productivity Management Outstanding Organization	健康管理体制の強化や健康情報の発信を推進し、健康経営課題の改善に向けた取り組みを継続 Strengthened health management systems and promoted the dissemination of health-related information, while continuing initiatives aimed at addressing health and productivity management challenges.	①
	多様性を活かした人財活躍を実現する **Achieve active participation for human resources by capitalizing on diversity**								
		女性管理職者比率（役職者全体） Female managers as a percentage of total management team	30%	2030	11.7%	12.7%	13.4%	管制や営業など女性社員の職域拡大が進み、今後の増加に向けた基盤を整備 Expanded opportunities for female employees in roles such as command and control operations and sales, and established a foundation for further growth in female representation.	①
		男女の賃金の差異※5 Gender pay gap*5	85%	2030	74.5%	76.0%	76.5%	女性の職域拡大施策とリーダー育成を継続 Continued to expand range of positions available to female employees and foster female leaders.	①
		男性の育児休業取得率 Percentage of male employees taking childcare leave	50%	2025	45.8%	45.9%	56.7%	・育休取得者の事例を社内報で紹介し、取得促進の雰囲気づくりを推進 ・育休取得に関する社内啓発活動を実施 ・Featured examples of employees taking childcare leave in the company newsletter to foster a culture that encourages its use ・Conducted internal awareness activities to promote parental leave utilization.	①
人権尊重と 誠実な企業活動 Fair corporate activities and respect for human rights	**「人権を守る」企業として社会に評価される** **Earn recognition in society as a company that protects human rights**								
		人権とハラスメント防止のeラーニング受講率 Percentage of employees completing human rights and harassment prevention e-learning programs	100%	毎年 Annual	99.7%	99.8%	99.8%	全社員を対象に人権に関する啓発活動を継続して実施 Continued to carry out human rights awareness activities for all employees.	①
	正しさを追求し、闊達な組織風土を醸成する **Create an open organization in which employees can act autonomously**								
		人命救助・特殊詐欺被害防止等の貢献 （社長表彰・本部長表彰の件数） Contributions to lifesaving, fraud prevention and other initiatives (Commendations received from the president or a division head)	—	毎年 Annual	375件 375 awards	305件 305 awards	298件 298 awards	貢献事例はWeb社内報等で積極的に紹介し、社内のコミュニケーション活性化につなげている Actively introduced examples of contributions through platforms such as our online Company newsletter, and used them to enhance internal communication.	①
		内部監査実施率（対象はセキュリティ事業所） Percentage of internal audit implementation (for security services offices)	100%	毎年 Annual	100%	100%	100%	全事業所を対象とした年次監査を継続実施し、コンプライアンス徹底を推進 Carried out annual audits covering all offices to strengthen compliance enforcement.	①
脱炭素社会・循環型社会 Decarbonization and a recycling-based society	**「カーボンゼロ2045」を達成する** **Achieve carbon neutrality by 2045**								
		温室効果ガス排出量の2018年度比削減率 Decrease in greenhouse gas emissions from the fiscal year ended March 31, 2019	45%	2030	28.3%	48.2%	52.1%	2030年目標を達成し、新たな目標を策定 Successfully met the 2030 objective and established new targets.	③
		再生可能エネルギー導入率 Renewable energy as a percentage of total energy used	100%	2045	28.8%	65.0%	72.5%	警備業界初のバーチャルPPAスキームを導入し、追加性のある再エネの利用を拡大 Introduced the security industry's first virtual PPA scheme, expanding the use of additional renewable energy sources.	③
		電動車※6導入率 （特殊車両を除く） EVs*6 (excluding special vehicles) as a percentage of total business vehicles	100%	2030	39.9%	47.7%	53.1%	・計画に基づき、電動車への切り替えを推進 ・電動車のない車種については新車情報の収集や代替車両の検討を継続 ・Switched over to EVs in accordance with our plans. ・Continued to gather information on new models and considered alternatives for models without EV versions.	②
		電気自動車・燃料電池自動車導入率 （二輪含む） BEVs and FCEVs (including motorcycles) as a percentage of total business vehicles	100%	2045	39台 39 vehicles	91台 91 vehicles	150台 150 vehicles	EV・FCVおよび電動バイクの導入を拡大 Expanded the adoption of EVs, FCVs, and electric motorcycles.	②
	サーキュラーエコノミーを実現する **Realize a circular economy**								
		容器包装における化石資源由来バージンプラスチック使用率※4 Virgin plastics derived from fossil resources as a percentage of total materials used in containers and packaging*4	0%	2030	75.6%	70.0%	66.8%	使用頻度の高い機器にバイオマス素材を導入。プラスチック使用率改善に向け、代替素材の検討と対象機器の拡大を継続 Introduced biomass-based materials into frequently used equipment. Continued to evaluate alternative materials and expand the range of applicable equipment to improve the rate of plastic use reduction.	①
		容器包装における化石資源由来プラスチック使用率※4 Plastics derived from fossil resources as a percentage of total materials used in containers and packaging*4	0%	2045	75.7%	76.1%	75%	容器包装における化石資源由来プラスチック使用率の削減に向け、バイオマス素材の導入を開始 Initiated the adoption of biomass-based materials to reduce the use of fossil fuel-derived plastics in packaging.	①
地域コミュニティとの共生 Coexistence with local communities	**地域の安全に貢献する企業として社会の信頼を得る** **Earn society's trust as a company that contributes to the safety of local communities**								
		「子ども安全教室（教材）」の参加人数 Participants in Child Safety Workshops (DVD teaching materials)	10万人/年 100,000 persons/year	2027	16,771人 16,771 persons	11,573人 11,573 persons	11,737人 11,737 persons	リピーター獲得や働きかけが不十分だった要因を分析、IT環境の変化に対応した新コンテンツを検討 Analyzed the factors behind insufficient repeat customer acquisition and outreach efforts, and examined new content aligned with changes in the IT environment.	①
		安全啓発ウェブサイト年間アクセス数 Annual visits to SECOM's safety awareness websites	300万PV 3,000,000 page visits	2027	252万PV 2,520,000 page visits	183万PV 1,830,000 page visits	123万PV 1,230,000 page visits	・AIによる検索が普及し、各ブログのアクセス数が激減している ・社会情勢に関する情報発信は継続して実施 ・The widespread adoption of AI-powered search significantly reduced traffic to individual blogs. ・We will continue to communicate information related to social issues.	①
		地元企業との共想（協業・協働・連携）件数 Partnerships with local enterprises (business collaboration, joint participation, cooperation)	10件/年 10/year	毎年 Annual	10	15	16	全国の地域本部で地元企業や自治体との共創活動を継続的に実施 Continued collaborative initiatives with local companies and municipalities at regional offices nationwide.	①
		AED講習会の参加人数 Participants in AED training sessions	4万人/年 40,000 persons/year	2030	27,825人 27,825 persons	32,265人 32,265 persons	35,775人 35,775 persons	・AED普及と救命教育の強化により、地域社会の救命力向上に貢献 ・講習体制の拡充とインストラクター増員により、救命知識・技術を有する人材の育成を推進 ・Contributed to improving lifesaving capabilities within local communities through the wider adoption of AEDs and enhanced lifesaving education. ・Promoted the development of individuals with lifesaving knowledge and skills by expanding the training framework and increasing the number of instructors.	①

※1 ご契約先への侵入・窃盗被害ゼロを目指すセコムの指標
※2 5秒以内にお客様側から切断した放棄呼を除く、応答呼の割合
※3 2021～2030年の累計
※4 市販品採用機器を除く
※5 男性の賃金の平均に対する女性の賃金の平等の割合を示したもの。同一労働において男女間の賃金の差異は無く、職種や資格級の人数構成等の違いにより差異が生じている
※6 ハイブリッド自動車、プラグインハイブリッド自動車、電気自動車、燃料電池自動車

*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 Average wages for female employees as a percentage of average wages for male employees; while there is no gender-based gap in wages paid, differences arise because of disparities in the composition of the labor force for individual jobs and qualification levels
*6 Electric vehicles: Hybrid electric vehicles (HEVs), plug-in hybrid electric vehicles (PHEVs), battery electric vehicles (BEVs) and fuel-cell/hydrogen electric vehicles (FCEVs)