

## Security Services

An integrated package enables SECOM to provide high-grade security services.

SECOM offers exceptional on-line security systems that seamlessly combine the advantages of advanced equipment and human expertise. Equipment configured with sensors that detect intruders, fires and device malfunctions is installed at the subscriber's premises. The sensors are linked by telecommunications circuits to SECOM control centers, where they are monitored around-the-clock. Should an emergency occur at the customer's premises, alarm signals are transmitted to a control center, which dispatches emergency response personnel—who respond immediately by taking the appropriate measures to protect the security of subscribers and their premises—and, when necessary, the police and/or fire department.

The distinguishing feature of our security systems is our integrated approach, whereby we take full responsibility for maintaining control of every aspect of our security systems from research and development (R&D) to manufacturing, sales, security planning, installation, monitoring, emergency response services and equipment maintenance. This integrated approach is the key to our high-grade security services, enabling us to maintain proprietary know-how and crucial information in-house, to be deployed readily in the development of new systems. Moreover, because systems are developed in-house, we are able to both update and incorporate them promptly and flexibly, as well as provide new equipment that is compatible with existing systems. Tailored security planning and equipment installation by our seasoned security professionals means we are able to offer subscribers the optimal system for their particular security needs.

Furthermore, because we rent, rather than sell, security systems to subscribers, we are able to respond swiftly in the event of a malfunction or breakdown and repair or provide replacement equipment—thus ensuring that

systems are maintained in optimal operating condition. Rental contracts also enable subscribers to minimize the initial costs.

Using SECOM field personnel to provide emergency response services and maintenance not only ensures appropriate and timely services, but also gives us access to the opinions of subscribers and information which we are able to feed back to our R&D departments, leading to system improvements. Our integrated approach ensures that such information obtained is distributed among other pertinent departments and incorporated into the relevant systems, thereby enabling us to offer distinctive, high-grade services. Additionally, our integrated approach enhances cost control, allowing us to offer security services to customers at appropriate prices.

Our expert emergency response personnel are crucial to our ability to offer high-grade security services. These highly trained security professionals provide broad-based support for our security services, including guard services and system maintenance, as well as temporary facility repairs, designed to keep facilities operable until maintenance experts are available. SECOM emergency response personnel are available around-the-clock to respond swiftly and effectively to requests from subscribers, thereby playing a critical role in ensuring that customers can rely on, and are satisfied with, our services.



Emergency response personnel



Static guard

## Commercial Security Services

SECOM is drawing on its wealth of expertise, its extensive product and service lineup, and its ability to provide solutions that respond to increasingly sophisticated and diverse security needs and earn the satisfaction of customers.



March 2008 marked the opening of Akasaka Sacas, a new development in Tokyo's Akasaka district that has caused a considerable buzz. An exciting, comprehensive entertainment complex comprising five buildings, including Akasaka Biz Tower, which has three floors below ground and 39 above, Akasaka Sacas houses facilities for events, theater and music, as well as a variety of dining options.

Akasaka Biz Tower uses SECOM security gate systems. We also provide the SECOM AED Package Service, static guard services and a variety of other services.

### Providing Uniquely SECOM Solutions to Varied Security Needs

Large commercial complexes increasingly require advanced security systems that protect people and property from crimes and other hazards. For prospective tenants, a sophisticated security system is an important consideration. To facilitate prompt responses to such needs, we have established System Design centers—specialized units that design security systems for large complexes—within major cities throughout Japan. In close cooperation with sales staff, center engineers work to design systems that accommodate specific security requirements.

SECOM's large-scale proprietary security systems combine advanced equipment and highly trained, professional static guard services. Technology and human expertise thus complement each other in a single sophisticated package.

By adding various products and services from the SECOM Group's extensive lineup, we also create customized packages. At the same time, we are taking advantage of Group capabilities to expand sales channels. For example, in many instances a solid relationship established with a subscriber to the SECOM Safety Confirmation Service—part of a range of disaster response support services—has led to a new contract for security services, underscoring the effectiveness of this approach. Looking ahead, we will continue to create new value and respond to the varied needs of customers in the commercial security services markets by leveraging our expertise in security services and our comprehensive capabilities.

### Developing Security Systems that Respond to Diverse Types of Crime

Criminal acts are growing ever more cunning and malicious, and crimes today are often committed in just minutes. SECOM AX, an on-line security system employing proprietary image recognition technology, features advanced on-site sensors that detect irregularities, even in the dark. If an intruder is detected, images are immediately transmitted to a SECOM control center, enabling control center staff to accurately ascertain the status of the intruder and respond appropriately. If the subscriber has also installed the SECOM Foggy Protection System, control center staff can activate this system remotely, filling the room with a thick but harmless chemical mist that significantly reduces visibility for the intruder, thus hindering his or her ability to proceed as planned.

A recent introduction to our lineup is the newly developed SECOM T-AX, which combines SECOM AX with the features of SECOM TX, a centralized security system for commercial buildings with multiple tenants. As a result, we are now able to provide security systems employing proprietary image recognition to large commercial complexes.

Demand is growing for surveillance camera systems to prevent information leaks, the theft of information and crimes. In response, we recently launched the HVR System, a surveillance camera system that capitalizes on our proprietary expertise in such things as detecting attempts to disable or destroy cameras. With this high-performance system, control equipment is linked to a combination of digital and analog cameras—up to 16 in total—to enable effective, continuous recording over extended periods. To date, the switch to digital camera-based systems has necessitated the removal of existing analog cameras. With the HVR System, customers can continue to use existing analog cameras, thus making this a highly economical option. Going forward, we will continue to promote the HVR System as a flexible, economically priced option for both existing and new customers.

### Catering to Commercial Security Needs Around-the-Clock

The enforcement of Japan's Personal Information Protection Law in 2005 has reinforced the need for stringent management of personal information pertaining to customers and other individuals. Despite increased



HVR System surveillance camera



HVR System recording unit



SECOM Control Center



SESAMO IDj, an access-control system that identifies people by the veins in their palms



110 Emergency Call for Children which enables children in danger to take shelter in ATM booths

vigilance, however, incidents involving personal information leaks have continued to occur. In most cases, the leaks have resulted from the illicit removal of physical documents, PCs, or data contained in PCs, from the workplace.

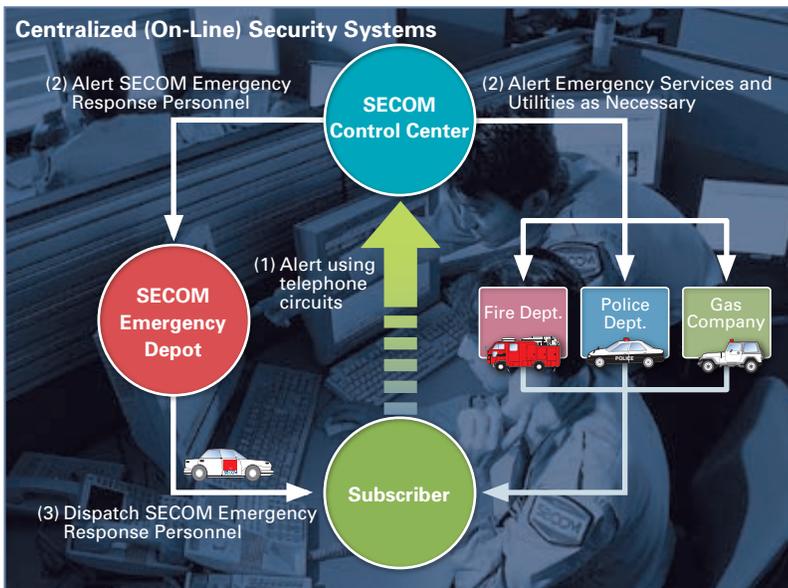
To help commercial customers improve their ability to protect such information, we have developed SESAMO TRII, a comprehensive access-control system that makes it possible to restrict access to selected areas, times and individuals, as well as keep a detailed access record. Integrating this system with electronic authorization systems, provided by subsidiary SECOM Trust Systems Co., Ltd., and contactless IC card-based identification systems facilitates effective control of PC boot-up and network access. SESAMO TRII can also be combined with identification systems in the SESAMO series that use biometric information—including SESAMO IDs, a fingerprint identification system, and SESAMO IDj, which identifies individuals by the veins in their palms—for even more sophisticated access control. Our Electronic Article Surveillance (EAS) system, originally developed to prevent shoplifting, is also used in offices to reinforce daytime security.

Prompted by a number of recent crimes targeting stores and offices in the early morning

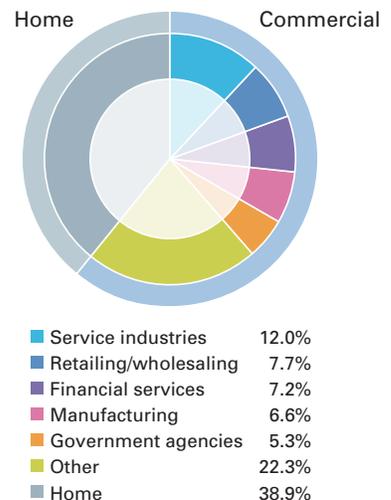
and evening—times when employees are often at work—customers are stepping up efforts to protect employees in the workplace. To assist in these endeavors, we have developed a service that augments existing on-line security systems, allowing us to monitor windows and doors using sensors even when workers are present, thereby helping to prevent unlawful access and ensure employee safety. The device is compatible with existing commercial security systems, and we will continue to market it to customers in a variety of industries as an effective way to reinforce safety.

**Leveraging Existing Strengths to Cultivate New Customers**

Another recent SECOM offering is 110 Emergency Call for Children (110 is the number for Japan’s emergency call service), which employs technologies used in SECOM IX, a remote imaging system developed for use in automated teller machine (ATM) booths. A child who feels he or she may be in danger for any reason can call for help simply by ducking into an ATM booth and pushing the emergency call button, which immediately locks the automatic door, preventing anyone else from entering. SECOM image monitoring center staff will then confirm the situation using the images and attempt to make contact



**Contracts for Centralized Security Systems**  
(As of March 31, 2008)



on the ATM booth's speaker phone and reassure the child, and when warranted dispatch emergency response personnel and contact the police. Following 110 Emergency Call for Children's adoption for use in regional bank ATM booths, a number of agricultural cooperatives also contracted SECOM to install the system in its credit cooperative ATM booths.

The Setagaya Security Patrol, launched in April 2007, capitalizes on SECOM's accumulated expertise in security patrol services for commercial buildings. The patrol, provided under contract with Tokyo's Setagaya Ward, conducts around-the-clock street and park patrols using cars bearing the SECOM logo. Since the patrol began, it has played a part in the arrest of individuals suspected of wrongdoing.

Praise for the Setagaya Security Patrol prompted Tokyo's Minato Ward to contract the Minna-to (a play on words tying together the ward name and the Japanese phrase "minna to," or "everyone together") Patrol, which focuses on nighttime patrols throughout the ward and regular patrols of routes to and from school and of facilities especially for children aimed at ensuring their safety. This service has also earned praise from local residents for helping to protect the ward from crime.

### Expanded Participation in PFI Correctional Facilities: Kitsuregawa Rehabilitation Program Center

Having played a key role in Japan's first private finance initiative (PFI) correctional facility—the Mine Rehabilitation Program Center in the city of Mine, Yamaguchi Prefecture, in April

2007—in October 2007, we commenced operation of Kitsuregawa Rehabilitation Program Center and Kurobane Prison, two correctional facilities in, respectively, Sakura and Ohtawara, Tochigi Prefecture. Prior to this, a SECOM-led consortium had secured a 15-year contract through general bidding for Social Rehabilitation Support Kitsuregawa Co., Ltd.—a special-purpose company in which SECOM is the principal shareholder—to operate and maintain the Kitsuregawa Rehabilitation Program Center, in partnership with the Ministry of Justice.

Rigorous security for the Kitsuregawa Rehabilitation Program Center, which focuses on rehabilitation programs for convicted offenders, is provided by a closed-circuit surveillance camera system that is monitored from a central monitoring office. With an information system provided and overseen by SECOM Group company SECOM Trust Systems and maintenance services provided by Group company Tokyo Biso Kogyo Corporation, the center capitalizes on SECOM Group capabilities. Incorporating such innovative approaches as group sessions focused on behavior modification and vocational training aimed to equip inmates with marketable skills and qualifications that are in high demand, the facility marks a departure from traditional prisons.

These projects will enable us to secure additional expertise in correctional facility management, as well as to contribute to a society that is secure and free from apprehension by promoting and assisting in the prompt rehabilitation of inmates, thereby facilitating early release and preventing recidivism.



Setagaya Security Patrol car bearing the SECOM logo



Minna-to Patrol car bearing the SECOM logo



Exterior of the Kitsuregawa Rehabilitation Program Center, a PFI correctional facility



Entrance to the Kitsuregawa Rehabilitation Program Center

## Home Security Services

To ensure our ability to resolve unease and bring peace of mind to homeowners, we are stepping up efforts to reinforce marketing of residential security products and systems.



### SECOM Home Security Subscribers Increase as Security Systems Become a Standard Feature in Many Homes

Launched in 1981, SECOM Home Security—Japan’s first-ever home security system—encompasses around-the-clock monitoring for intruders, fires, gas leaks and medical emergencies. Should an abnormality be detected, a SECOM control center dispatches emergency response personnel and, if necessary, contacts the police and/or fire department. Today, our growing customer base ranges from single people living in condominiums to middle-aged subscribers with families and seniors.

Recent years have brought an increase in the incidence of residential break-ins while the occupants are at home, clearly increasing the danger of physical harm. Accordingly, we have introduced a number of security products that can be integrated into SECOM Home Security to create a system that both ensures personal security when the occupants are in and protects their property when they are out. These include SECOM *Anshin* Glass, a high-impact, breakage-resistant window glass with a built-in sensor that deters break-ins through

windows—a modus operandi particularly popular among thieves targeting detached dwellings. Among other options is the External Image Monitoring service, which is designed to discourage trespassers, and SECURIFACE, an intercom system featuring a built-in face detection function that recognizes when the person at the door is attempting to hide his or her face.

We are also working to cultivate new sales routes that will enable us to further promote market penetration for SECOM Home Security. For example, in the period under review, we entered into an alliance with a leading glass manufacturer in Japan, thereby enabling us to increase sales of SECOM Home Security in the home renovations market. We anticipate substantial demand for SECOM Home Security, as renovating one's home provides an ideal opportunity to consider reinforcing security. In the market for built-for-sale houses, we have joined forces with a major residential construction company to install high-grade home security systems for the company's model houses. These houses feature the basic SECOM Home Security package as standard equipment, as well as SECURIFACE, and are also equipped with the Sensor Light Camera—which detects when a person approaches the house at night, automatically turning on a light and photographing the person—and Home Pythagoras, a security vault that offers superior heat resistance and protection against vandalism.

In the market for security for previously owned condominiums, we allied ourselves with Japan's top condominium management firm to propose home security packages featuring intercom systems with monitoring cameras for units to be sold to private owners.

Needs are also growing for our "town security" systems, which are designed to provide security for entire communities. Town security systems involve providing SECOM Home Security for each home and various security products for the entire neighborhood, thereby providing superior security for the community as a whole.

### Value-Added SECOM Home Security Peripheral Services

To further enhance the satisfaction of SECOM Home Security subscribers, we offer a wide selection of additional services. These include SECOM Home Service, which comprises a host of lifestyle support services. These include *Anshin* Support Service, which assists in resolving concerns that arise in everyday life by, among others, patrolling around subscribers' homes when residents are away on vacation or for business; Troubleshooting Support Service, which includes assistance by expert firms in resolving such problems as lost keys, broken windows and malfunctioning PCs; and Housework Support Service, which includes assistance with housecleaning,



Built-for-sale house equipped with SECOM Home Security package as a standard feature



SECOM Home Security



SECOM Home Service, a suite of value-added lifestyle support services available to SECOM Home Security subscribers

meal preparation, and trees and gardens, also provided by expert firms with which SECOM has concluded business alliances. These services are available to SECOM Home Security subscribers around-the-clock. All the subscriber has to do is simply call our Home Service desk and place a request, and we look after the rest.

For subscribers to SECOM Home Security or the SECOM MS-3 condominium security system, we recently introduced an emergency earthquake early warning (EEW) service. Providing early warning of impending tremors, EEW systems give people precious extra seconds to protect themselves at home.

Town Security equips each home with SECOM Home Security and the neighborhood as a whole with various security products, including surveillance cameras.



## Other Security Services

The distinctive SECOM AED Package Service continues to attract an increasing number of subscribers. COCO-SECOM provides real-time information on the whereabouts of people and items, and the option of requesting the dispatch of emergency response personnel, and has contributed to the favorable resolution of a number of incidents.

### SECOM's Evolving AED Package Service

Orders for SECOM AED Package Service emergency lifesaving kits continue to increase. What is distinctive about this service is that rather than simply placing automated external defibrillators (AEDs)—electronic devices used to reestablish a normal heart rhythm—at a customer's premises, we offer a full-service package. This package encompasses leasing and maintenance of AEDs, with periodic replacement of depleted supplies and servicing in the event of a malfunction—available around-the-clock from a dedicated help desk. These kits are increasingly being used in, among others, sports facilities, public-sector office buildings, airports, railway stations, cinemas, gas stations, financial institutions and other large complexes. With the aim of further enhancing their usefulness, we recently launched a monitoring service that makes it possible for AED units installed in ATM corners to be constantly ready for use.

### Enhancing the Convenience of COCO-SECOM

We launched COCO-SECOM mobile security systems in April 2001 to provide security for

moving people and vehicles. COCO-SECOM has since attracted attention as an effective means to protect children from abduction, prevent vehicle theft and monitor the movements of valuables and employees. COCO-SECOM has played a role in the resolution of numerous incidents, including the location of lost children and the recovery of stolen automobiles. COCO-SECOM uses signals from Global Positioning System (GPS) satellites and cellular telephone base stations to accurately pinpoint locations. Unlike GPS-enabled cellular telephones, COCO-SECOM transmitter devices are exclusively for locating people or property, meaning they are user-friendly and can be used to call an operator at the COCO-SECOM operations center around-the-clock to request the dispatch of emergency response personnel from one or more of our approximately 2,200 SECOM emergency depots nationwide.

In a bid to enhance the convenience of COCO-SECOM, we have modified contract conditions, thus enabling families to use a single COCO-SECOM device concurrently.



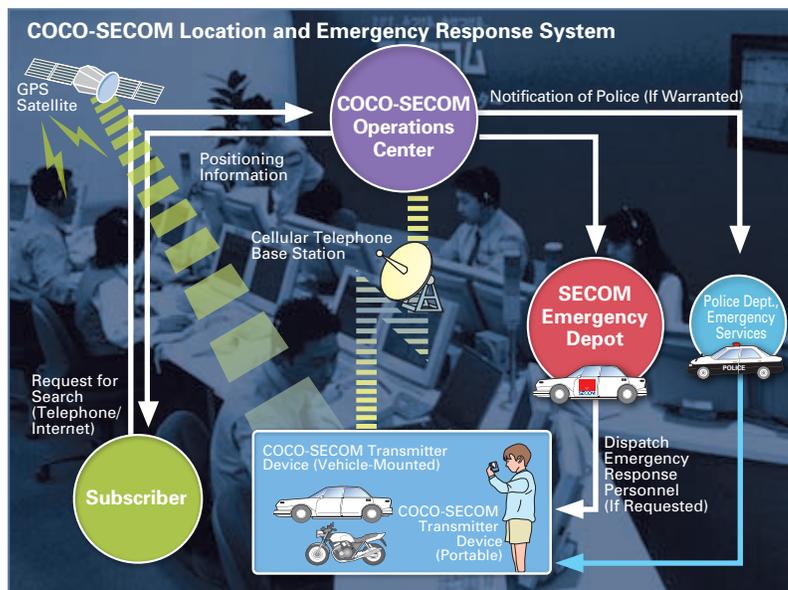
COCO-SECOM Operations Center



The increasingly popular COCO-SECOM



SECOM AED Package Service



## SECOM's Research and Development Activities



Charged with developing the core technologies and systems that will enable us to realize our Social System Industry vision, the SECOM Development Center focuses on systems that anticipate society's needs and are both original and reliable.

We place our highest priority on quality. Since SECOM systems are in action around-the-clock, they must be able to detect abnormalities at any time of the day or night. Ensuring stable system operations under a wide range of climatic conditions and in a variety of environments demands a significantly higher level of precision and reliability than, for example, a standard electronics appliance. Accordingly, we conduct exhaustive reliability tests on both systems and equipment at the development stage. Only those that meet the stringent benchmarks set forth in our proprietary SECOM Equipment Standards are taken to the next level—production at factories in

Japan and overseas, including Secom Industries Co., Ltd. The SECOM Development Center and our plants actively exchange information to ensure consistently high product quality. We also place a high priority on the speed of development, recognizing that we have a responsibility to remain abreast of social change and crime trends, and to respond swiftly and effectively to any which may arise.

The SECOM Intelligent Systems (IS) Laboratory works to develop sophisticated technologies to support the new products and service models that will help realize the Social System Industry vision. These include the core sensing, image processing, robotics, network security and medical information processing technologies that will underlie our lineup in the future. These technologies are transformed into products and systems at the SECOM Development Center.

To date, these efforts have yielded such products as SECOM AX—which incorporates a proprietary image recognition technology—and SECOM Robot X, an outdoor surveillance robot that uses advanced automatic drive control and image processing technologies to detect intruders. Communications and medical information technologies developed in-house facilitated the creation of HOSPINET—a remote image diagnosis support service that

transmits computed tomography (CT) and magnetic resonance imaging (MRI) data to our HOSPINET center, where it is examined by our diagnostic experts. Researchers at the SECOM IS Laboratory frequently visit subscribers' premises and accompany salespeople and emergency response personnel, allowing them to accumulate the first-hand knowledge and experience in the field that facilitates the development of distinctively SECOM products and systems which respond effectively to the needs of customers.

Our research and development teams will continue working to better grasp the needs of our customers, and develop innovative products and systems that anticipate the future and enable us to respond to the expectations, and earn us the trust, of society.

SECOM Development Center



SECOM IS Laboratory



## Security Services in Overseas Markets

SECOM provides the same high-grade security services as it does in Japan to customers in overseas markets. Operations in Asia are expanding particularly rapidly. In the period under review, Secom plc in the United Kingdom won the 2007 Security Excellence Award.

### Expanding Operations in the PRC and Southeast Asia

Our overseas operations currently encompass businesses in Taiwan, the Republic of Korea (ROK), the PRC, Thailand, Malaysia, Singapore, Australia, Indonesia, Vietnam, the United Kingdom and the United States. At present, sharp economic growth in Southeast Asia has spurred a sudden jump in security needs. One result of this has been a rapid increase in sales of monitoring camera systems designed to enhance security within companies. A distinguishing feature of our business when we first entered the Southeast Asian market was that many of our subscribers were the local operations of Japanese companies that naturally expected the same level of security services as they receive in Japan—a feature that was highly conducive to the introduction of the SECOM business model. Looking ahead, we will strive to reinforce our operations in Southeast Asian markets by expanding our local branch office networks and establishing a robust operating foundation.

In the PRC, we have set up security services companies in key cities in the country's high-growth coastal areas, namely, Dalian, Shanghai, Beijing, Qingdao and Shenzhen, through which we provide local customers with the same types of security services we offer in Japan. These companies have also expanded their focus beyond their immediate markets, establishing branches and offices in surrounding cities and increasing subscriptions.

With security systems beginning to find wide acceptance in the PRC, we will focus on broadening our presence by establishing operations in key inland cities, thereby creating a nationwide service network. In the PRC, SECOM security equipment is distributed by Shanghai Guanlin Secom Intelligence Technology Co., Ltd., a comprehensive security equipment trading company established as a

joint venture with a local partner. This company sources basic equipment from Chinese manufacturers or local plants of overseas manufacturers and adds the necessary additional equipment to create advanced, tailored security systems. Shanghai Guanlin Secom Intelligence Technology boasts solid connections with local security equipment manufacturers, underscoring its importance to our plans to further grow our business in this crucial market.

### Secom plc Receives Security Excellence Award

SECOM Group company Secom plc, which provides security services in the United Kingdom, was awarded the 2007 Security Excellence Award for the best customer care initiative. Sponsored by the British Security Industry Association, the Association of Chief Police Officers and an industry publication, among others, the Security Excellence Awards are the most prestigious awards given to security companies in the United Kingdom. Secom plc's award underscores the appreciation our unique approach to security has earned in the United Kingdom.

Secom plc also secured a major order to provide a security system for police facilities at London Heathrow Airport. This order came through the Metropolitan Police, the territorial police force responsible for Greater London, and encompasses the provision of security systems for police facilities at Heathrow's new Terminal 5, and at St. Pancras International and Stratford stations (Eurostar), all of which are considered to be high risk terrorist targets. The order reflects the Metropolitan Police's high opinion of Secom plc's service record and the high quality of security systems it had previously provided for other police facilities. Secom plc will continue to focus on proving superior security systems with the aim of further growing its business.



Emergency response personnel of subsidiary Beijing Jingdun Secom Electronic Security Co., Ltd.



2007 Security Excellence Awards ceremony



Terminal 5 of London's Heathrow Airport

## Fire Protection Services

SECOM offers reliable fire protection services backed by expertise and a solid track record. Sales of residential fire alarm systems are brisk, while demand for system renovations is also expanding.



Residential fire alarm

### Demand for Residential Fire Alarm Systems On the Rise

Nohmi Bosai Ltd., which became a consolidated subsidiary in December 2006, is one of Japan's leading manufacturers of fire alarm, fire extinguishing and other fire protection systems.

Nohmi Bosai products marketed under the SECOM brand include New Home Fire Sensor, a fire alarm system for residential applications. Owing to a change in Japan's Fire Protection Law, the installation of such systems is now mandatory in new homes nationwide. Moreover, local authorities throughout the country have introduced regulations that will gradually oblige existing homes to be equipped with fire alarm systems. Owing to the change in the law, demand for the New Home Fire Sensor has risen sharply. Among its numerous advanced features which have earned high marks from residential construction companies, New Home Fire Sensor is powered by a battery with a life of 10 years, meaning it is unaffected by power failures, and it is freestanding—meaning it does not require time-consuming wiring and is easy to install. Service personnel respond promptly in the event of a malfunction to ensure the units are always in excellent condition.

We view fire protection as an area with considerable growth potential and will continue efforts to establish a preeminent market position, as well as to promote widespread acceptance of residential fire protection systems.

### Growing Demand for Fire Protection Systems in the Renovations Market

Nohmi Bosai provides fire protection systems for a broad range of facilities—including multipurpose complexes, office buildings, condominiums, plants, tunnels cultural properties, ships, hospitals and detached houses—and strives to enhance its service capabilities and expand the number of installations. Recently, demand has grown in the renovations market, with many facility owners taking advantage of the opportunity to install advanced fire protection systems. Nohmi Bosai is drawing on its expertise to advise customers on the most appropriate choices for their needs.

Nohmi Bosai is also cultivating environment-related businesses, notably Dry Mist—an ultrafine dry mist spraying system designed to combat the heat island phenomenon. It uses the principle that water draws heat from its surroundings to lower the temperature when it vaporizes. Dry Mist achieves a two to three degree reduction in the ambient temperature of the misted areas. It uses tap water, ensuring the mist is hygienic, and adjusts automatically to accommodate different temperatures, humidity levels, wind speeds and directions, and other weather conditions to provide a cool, refreshing mist. With orders for Dry Mist increasing, Nohmi Bosai will step up efforts to apply its extensive know-how and experience to help create a pleasant urban environments and cultivate new businesses.



Nohmi Bosai's Menuma Factory



Facility maintenance services

# Medical Services

SECOM is expanding its home nursing services and leveraging Group capabilities to develop and manage specialized nursing homes.

## Expanding our Trusted Home Nursing Services

Protecting one's health is crucial to security and peace of mind, and is thus an important aspect of our commitment to realizing our Social System Industry vision. Accordingly, we entered the medical services business. Today our medical services business encompasses a broad range of services.

We began in 1991 with the provision of Japan's first private-sector home nursing services, whereby nurses regularly visit patients in their homes, providing highly skilled nursing services and treatment in line with the instructions of patients' physicians. We have a network of approximately 40 SECOM visiting nurse stations, which dispatch our roster of approximately 260 nurses to patients' homes, and we will continue working to provide home nursing services that are individual-oriented, thereby ensuring customer satisfaction.

## The SECOMFORT Series of Nursing Homes

The first facility in our SECOMFORT series of nursing homes, Comfort Garden Azamino, in Yokohama, opened in 2006. The SECOMFORT series, which combines security services and medical services, is based on the concept of "comfortable aging," or aging without apprehension. The second SECOMFORT nursing home, Comfort Hills Rokko, is scheduled to open in Kobe in June 2009.



Home nursing services

The SECOMFORT series continues to attract critical and popular acclaim for offering an environment that is conducive to the evolving needs of seniors in the years ahead, thereby ensuring security and peace of mind.

## Contributing to Better Regional Medical Care

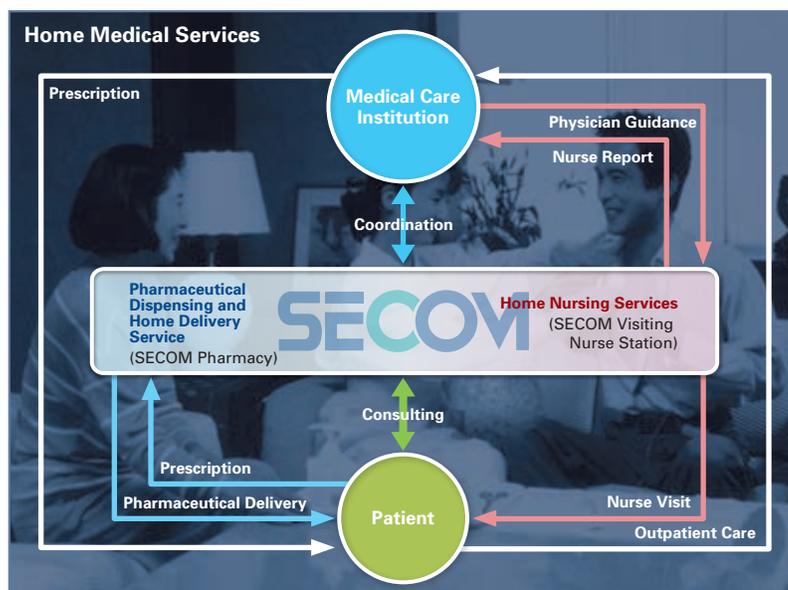
We have established affiliations with local hospitals to ensure effective follow-up support for customers of our home nursing services, as well as with the aim of helping to create a more effective local medical care system. We currently have affiliations with 16 such institutions. We endeavor to assist these institutions to improve management efficiency, secure top-level human resources and the latest medical equipment, enhance service capabilities and address other critical challenges.



Visiting nurse training



Artist's rendition of Comfort Hills Rokko



## Insurance Services

SECOM's non-life insurance policies ensure security and peace of mind in the event of misfortune. We continue to develop and actively market a variety of distinctive policies.



New SECOM *Anshin My Car* on-site emergency services

### Security and Non-Life Insurance

The rationale behind having a non-life insurance company in the SECOM Group is our conviction that augmenting security services, which are preventative in nature, by adding insurance, which looks after customers in the event of misfortune, reinforces security and peace of mind.

### Uniquely SECOM Non-Life Insurance Policies

Our lineup of distinctive policies includes SECOM *Anshin My Home*, a policy designed for households that offers a discount on premiums to customers who have installed home security systems—taking into account the reduced risk of fire in such homes. Additional discounts, up to 60% in total, are offered to customers who have installed exclusively electrical appliances or structures built with fire-safe materials.

The same concept underlies the Security Discount Fire Policy, which offers a discount on premiums of up to 30% to commercial customers that have installed security systems, recognizing this as a risk-mitigating factor. Such policies that acknowledge the reduced risk which comes with the installation of security systems continue to yield considerable synergies, with subscribers to security systems frequently taking advantage of the opportunity to also purchase insurance.

New SECOM *Anshin My Car* is a comprehensive automobile insurance policy that includes around-the-clock support services from SECOM emergency response personnel in the event of an accident. This policy enables us to ease the concerns of subscribers and offer peace of mind, even in the event of a motor accident.

To enable cancer patients to take advantage of the best treatment options available, we developed MEDCOM—an unrestricted cancer treatment policy that fully covers costs for hospitalization and all types of medical treatments, both those that are covered by Japan's National Health Insurance scheme and those that are not. This enables subscribers to take advantage of advanced treatment options without having to worry about the frequently prohibitive costs. Subscribers also have access to MEDCOM Nurse Call, a free-of-charge support service whereby agents who are also qualified nurses provide consultation, introduce medical institutions and help arrange for subscribers to obtain second opinions.

Recognizing the importance of insurance in ensuring peace of mind, we will continue to focus efforts on developing and marketing a variety of attractive and innovative offerings.

Head office of SECOM General Insurance Co., Ltd.



SECOM General Insurance call center

## Geographic Information Services

Subsidiary Pasco Corporation has obtained exclusive rights in Japan to sell image data offered by the operator of a new commercial satellite. Pasco is also promoting the joint development of new broad-range, high-precision surveying and measuring technologies with the aim of establishing itself as a leading provider of geospatial information services.

### Responding to Emerging Needs while Reinforcing Results

Owing to the recent amalgamation of cities, towns and villages throughout Japan, local and regional authorities are actively revamping their information systems and integrating mapping data, aerial photographs and other basic geographic information. In this environment, Pasco's success in promptly developing solutions to such needs is underscored by the rising demand for its PasCAL series of geographic information system (GIS) solutions and its various public facility management systems.

For the private sector, Pasco has earned a reputation for marketing support services—which help companies analyze business areas and formulate branch development strategies—and logistics support services, which aid efforts to develop appropriate plans for the transport of goods. In 2007, Pasco introduced a highly acclaimed service designed to assist companies in formulating business continuity plans (BCPs) by, for example, using GIS data to forecast the number of employees that would be unable to return home safely in the event of a major disaster. Initially offered only in selected areas, this service will also soon be available in the Tokyo and Osaka metropolitan regions.

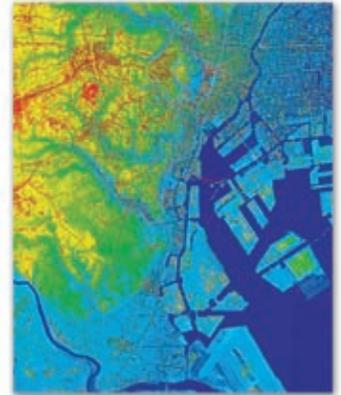
### Pasco Introduces Satellite Information-Based Geographic Information Services

Pasco has obtained exclusive rights in Japan and nonexclusive rights worldwide to sell image data generated by the operator of a German commercial satellite. This satellite is unique since it uses microwaves to capture images of the earth's surface—meaning it can capture images regardless of the weather or the time of day—and has been used to generate image data for such things as national land maps in tropical areas near the equator

that are generally obscured by clouds. Pasco is also working to develop a wide range of high-precision surveying technologies with the aim of contributing to efforts to prevent global warming. Of particular note, Pasco is gathering, comparing and analyzing image data from the satellite to measure and monitor the flooding from glaciers in the Himalayas, the lingering snow on Mt. Fuji, the melting of the Antarctic ice shelf and the decline of the Amazon forests. Going forward, we are confident that Pasco's surveying technologies will play a crucial role in advanced efforts to promptly identify environmental damage and assess the impact of global warming.

### New Services Through Ubiquitous Technologies

Pasco is taking decisive steps to diversify its operations. One of the company's new businesses is "Ubiquitous Consulting." As a participant in the city of Kobe's Free Mobility Project, Pasco took part in the development of an urban planning proposal designed to enable all residents, including those with physical impairments, to move around the city easily and comfortably. Since then, Pasco has expanded its focus to include the use of electronic tags and radio wave markers in urban living spaces—including public roads, public facilities, bridges and parks—to facilitate effective maintenance and management. Positioning information and management data provided by such tags and markers can be used together with the Internet to create a more pleasant living environment.



Hypsographic map of digital surface model generated from aerial photos

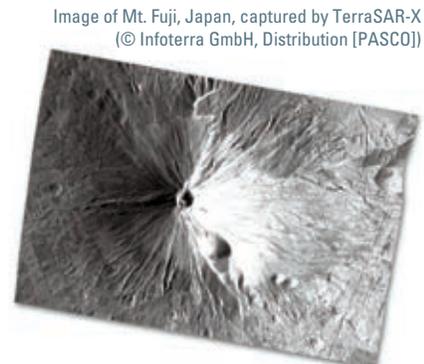


Image of Mt. Fuji, Japan, captured by TerraSAR-X  
(© Infoterra GmbH, Distribution [PASCO])

## Information and Communication Related and Other Services

In the area of information and communication related services, we augmented the SECOM Safety Confirmation Service lineup, earning praise from customers. In real estate development and sales, we continue to offer attractive condominiums that deliver both quality and peace of mind.



The disaster monitoring center of SECOM Trust Systems Co., Ltd.



Secure Data Center

### SECOM Safety Confirmation Service

Awareness of the need for effective BCPs among Japanese companies has increased since Japan's government introduced business continuity guidelines in 2005. Against this backdrop, the SECOM Safety Confirmation Service continues to attract considerable attention. This comprehensive service helps companies confirm the safety of employees and assess damage in the aftermath of an earthquake or other major disaster, thereby assisting them in swiftly resuming operations. The effectiveness of the service—which was launched in 2004—was demonstrated during the Niigata Chuetsu and Fukuoka earthquakes, which occurred soon after its introduction. Recently we have taken steps to enhance the service. In January 2007, we introduced SECOM Safety Confirmation Service GS, which provides risk information to employees on assignment abroad—thus assisting companies in more effectively managing risks related to overseas operations. In November 2007, we launched SECOM Safety Confirmation Service SCM, which enables companies to confirm the safety of key customers and determine the extent of the damage where such customers are located—a vital challenge in the formulation of BCPs.

We also offer a variety of other services in this category that assist in the formation of effective BCPs. These include the SECOM Disaster Response Support Service, which helps companies to develop effective initial response strategies, thereby preparing them to act swiftly in the aftermath of a disaster.

### Support for Sophisticated Information Security: The Secure Data Center

In response to the call for peace of mind in today's networked society, we offer a variety of services designed to ensure the security of networks and information. The Secure Data Center provides a safe environment for our subscribers' valuable data that combines physical and information security—housing subscribers' servers and providing sophisticated protection against unauthorized access and computer viruses, as well as digital authentication services. Secure Data Center subscriptions continue to rise, underscoring the praise the facility has earned from prominent financial institutions for which it has built digital authentication registry offices. Going forward, we will continue working both to boost sales of Secure Data Center subscriptions and to advance our information security services.

### Secure and Comfortable SECOM Condominiums

Group subsidiary Secom Home Life Co., Ltd., offers the Glorio series of condominiums. Developed with an emphasis on peace of mind and quality lifestyles for residents, these condominiums are equipped with our on-line security system as a standard feature. The Glorio series also offers Glorio Support 24, a condominium management service that not only gives residents around-the-clock access to a variety of maintenance services, but also provides responses to enquiries on a broad range of subjects—including medical care, non-life insurance and nursing care. Leveraging unique Group capabilities, these services continue to earn acclaim from residents.



Glorio Seta (Tokyo)