

ALL SECOM—Developing New Services that Anticipate Future Needs

Guided by the ALL SECOM concept, we are working to drive future growth by developing services that anticipate future needs in line with three key themes: **security**, a **super-aged society** and **disaster preparedness/BCP/environmental preservation**

Principal sources of competitiveness

We acknowledge the three core components of our operating foundation as the principal sources of our competitiveness, namely, our technologies, our people and our operational structure.

On the technology front, the SECOM Intelligent Systems Laboratory conducts research aimed at developing core technologies crucial to the realization of our Social System Industry vision. The SECOM Development Center uses these core technologies to promote the swift development of distinctive, reliable systems that respond to the requirements of customers. Having recognized that technological prowess is crucial to maintaining a competitive edge in the security services market, we keep abreast of evolving social imperatives, technical trends and changing patterns

of criminal behavior, while at the same time advancing the development and provision of innovative systems.

To foster the capabilities of our human resources, we provide training for employees, who include emergency response personnel, sales staff and administrative staff, at four training centers across Japan. This enables us to equip employees with the advanced knowledge and technological skills they need, as well as to ensure that they understand our corporate philosophy and observe a code of conduct befitting security professionals, qualities that facilitate the provision of high-grade services.

The operating structure of our security services business in Japan centers on our 47 control centers. Our security systems use sensors and other equipment installed at subscribers' premises, which are linked to a SECOM control center via

telecommunications circuits to provide around-the-clock monitoring. Should an irregularity be detected, control center staff dispatch emergency response personnel from one of our more than 2,800 emergency depots. The effectiveness of our security services in the event of an intrusion, fire or other irregularity reflects our ability to combine the precision of equipment with the skills and prompt decision-making capabilities of people.



Secure Data Center facility

Services designed to respond to needs engendered by a super-aged society are the responsibility of the SECOM Medical Support Center, which is staffed with nurses, public health counselors and dieticians and provides one-stop consultation regarding health care, medical services, nursing care and personal care, among others.

Under the theme of disaster preparedness/BCP/environmental preservation, the SECOM Anshin Information Center provides a variety of critical services. In the event of a disaster, the facility analyzes Big Data sets encompassing public evacuation information and Internet-derived information and its own proprietary information, among others, facilitating the swift provision of accurate and truly beneficial information to subscribers.

Our principal sources of competitiveness are underpinned by our data center facilities, which make effective use of Big Data to expedite the creation of services and systems that respond to needs arising as a result of evolving social imperatives. Guided by the ALL SECOM concept, SECOM control centers, the SECOM Medical Support Center and the SECOM Anshin Information Center collaborate to spearhead efforts to provide these new services and systems to customers, thereby helping to make life more comfortable and convenient and providing security and peace of mind.

Promoting the creation of model communities for a super-aged society

A key challenge for super-aged societies is responding to rising needs for services that make it possible for seniors to live comfortably and in good health. For example, access to in-home health care and personal care services can help seniors stay safely and securely in their own homes rather than moving into a care facility. In response to such needs, we recently opened SECOM Home Health Care Center Kugayama, a comprehensive senior care facility, in Sugiyama, Tokyo. Under the motto of "Helping people stay happy and independent in the comfort of their own homes," the facility collaborates with the nearby Kugayama Hospital, one of our affiliated hospitals, to realize effective community-based health care,

Addressing challenges in three areas under the ALL SECOM banner



Guided by the ALL SECOM concept, we are working to make life more comfortable and convenient and to deliver security and peace of mind by responding to social imperatives and helping to resolve everyday concerns.

Operational structure



including support for patients recovering at home after release from hospital.

With the aim of further enhancing customer satisfaction, we have reexamined the everyday concerns of seniors, placing a priority on the perspective of individuals using our services. Drawing on our findings, in April 2015 we also established SECOM Lifestyle Partner Kugayama. The Kugayama area is home to a number of SECOM Group facilities, which include SECOM Home Health Care Center Kugayama, Kugayama Hospital, a visiting nurse station, a SECOM Pharmacy outlet and a SECOM-run nursing home.

By promoting collaboration among these facilities, as well as with other service providers, we strive to provide comprehensive services tailored to local needs. Going forward, we will build on know-how gained through the operation of SECOM Lifestyle Partner Kugayama to offer an increasingly

diverse menu of services that enhance comfort and convenience and provide security and peace of mind.

□ Developing the SECOM Airship

Efforts to integrate accumulated technologies in such areas as image detection, sensors and flying robots, with our extensive know-how in security services, fire protection, and information and communication, recently led to the development of the SECOM Airship, a prototype dirigible designed to prevent crime and facilitate the implementation of disaster mitigation measures over large areas. The SECOM Airship is equipped with multiple high-definition cameras, thermal imaging cameras, directional loudspeakers, parabolic microphones and search lights, facilitating highly precise monitoring over considerable distances.

Image and voice data from the SECOM Airship, together with

information from sensors and security cameras on the ground and from flying surveillance robots, is transmitted to a SECOM control center, facilitating effective monitoring of both the ground and the skies over the target area and realizing an unprecedented level of security. The dirigible's ability to transmit aerial images of, for example, people and traffic congestion and disaster damage, over large areas in real time means that its use in tandem with the SECOM *Anshin* Information Center in the event of a major disaster will hasten the collection and analysis of information and the assessment of damage, and help ensure the appropriate direction of evacuations.

The SECOM Airship will also be used to reinforce security for large-scale events held at sports stadiums and on other large sites. To encourage use for this purpose, we will continue to develop the dirigible with a view to

achieving commercialization by the end of 2016.

□ Leveraging uninterrupted monitoring capabilities to develop new services under the ALL SECOM banner

We collect geographic data from three main sources: satellite images, which are taken from 500 and 900 kilometers above the Earth's surface and thus are not influenced by the weather; aerial photographs of structures, which are taken with cameras mounted on Cessna aircraft from a height of between 1,000 and 2,000 meters; and high-precision images of terrain and structures taken with vehicle-mounted cameras (our mobile mapping system). We integrate, process and analyze this data to provide geospatial information services that support efforts to, among others, swiftly assess disaster damage, implement environmental protection measures and assess risks related to the deterioration of roads.

High-resolution cameras in the SECOM Airship take photographs over large areas from between 100 and 250 meters above the earth, while our flying surveillance robot shoots sharp, clear images of suspicious individuals and vehicles from a height of between three and 50 meters. Security cameras and sensors installed at ground level monitor people and structures. In the event an irregularity is detected by any of these systems, a SECOM control center is

automatically alerted and emergency personnel are dispatched.

With the aim of realizing our Social System Industry vision, we will continue to leverage our ability to provide uninterrupted monitoring from ground level to a height of 900 kilometers above the Earth's surface to promote the development of innovative services under the ALL SECOM banner that will drive growth in the future.

