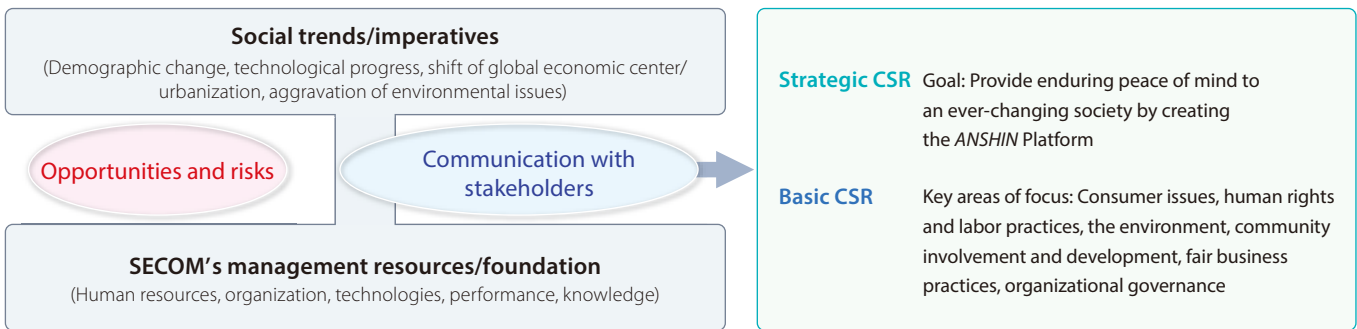


# Corporate Social Responsibility

Since our establishment, we have sought to fulfill our responsibility to society through our business activities, acknowledging the importance of sustainability for ourselves and for society. In promoting CSR initiatives, we

abstract a broad range of social imperatives, which we examine in light of our management resources and the opinions and expectations of our stakeholders. We classify CSR initiatives designed to help address social

imperatives through our businesses as "strategic" and those aimed at earning the trust of stakeholders as "basic."



## The SDGs and the UNGC

Our basic policy of contributing to society through our business activities has many aspects in common with the United Nations' Sustainable Development Goals (SDGs)\* in terms of focus on achieving sustainability for

society. Seeking to further our goal of helping to achieve sustainability for society, on May 2, 2018, we became a signatory to the United Nations Global Compact (UNGC).



### SUSTAINABLE DEVELOPMENT GOALS 17 GOALS TO TRANSFORM OUR WORLD



\*The SDGs were adopted at the UN Sustainable Development Summit in September 2015 as goals essential to sustainable development for the planet to be attained by 2030.

## Basic CSR initiatives

Taking into account the key areas of focus in ISO 26000, the international standard for social responsibility, we have organized our basic CSR initiatives into six key categories.

### 1. Consumer issues

To guarantee that 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 their know-how and skill levels.

We also work to further enhance service quality by paying heed to feedback from customers. We have positioned staff across Japan who specialize in promoting customer satisfaction and who are charged with visiting customers to gain feedback. Through SECOM customer service centers we respond to various requests and inquiries received by telephone regarding services, systems and products.

### 2. 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 attach importance to diversity. We also recognize respect for human rights as an essential aspect of corporate management and provide training aimed at enhancing employees' understanding thereof.

Our commitment to respect for human rights is proclaimed in The Constitutions of the SECOM Group, a set of 10 provisions that serve as our basic operating principle, while the SECOM Group Code of Employee Conduct sets forth specific standards to be observed.

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. In addition, we have established a dedicated website and a sexual harassment hotline that enable employees to anonymously consult with professionals regarding problems or concerns.

Once annually, we conduct employee satisfaction surveys. Survey findings are published in-house and reflected in improvements to various systems and programs.

### 3. 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 of our basic environmental policy. We are also implementing measures aimed at addressing such key issues as global warming and resource depletion and ensuring our operations conform with pertinent laws and regulations.

### 4. Community involvement and development

We recognize contributing to the community through the provision of safety and peace of mind as an important responsibility. We promote a variety of efforts to fulfill this responsibility, including offering programs for children, women and seniors designed to raise crime prevention awareness. In the fiscal year ended March 31, 2018, such efforts included child safety classes and crime prevention awareness seminars for women, held 168 times and 15 times, respectively, at locations across Japan. Our social contribution activities include extending support to areas devastated by natural disasters.

### 5. Fair business 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 preventing corruption, safeguarding human rights, ensuring industrial safety and employee wellbeing, and protecting the environment, across our entire value chain.

### 6. Organizational governance

To increase the efficiency and transparency of management practices, thereby enabling us to consistently increase our corporate value, we are taking steps to enhance our corporate governance system. As well, we are promoting decisive management-led efforts to strengthen our compliance framework and improve disclosure.