Initiatives Aimed at Achieving the Goals of the SECOM Group Road Map 2022

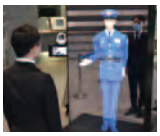
Japan

- **Active expansion into the area of cyber security**
  IoT, smart homes, security solution for cryptocurrencies
  Security | BPO and ICT | ▶ Page 36

- 3-Dimensional Security
- Next-generation On-Site Center mobile monitoring bases
- Next-generation fire protection systems
  Security | Fire protection | Geospatial info. | ▶ Pages 26–27, 30–31

- Expansion into the automotive field (connected vehicles, etc.)
  Security | BPO and ICT

- Use of drones and robots
  Security | Geospatial info. | BPO and ICT | ▶ Pages 26–27, 35



- Strengthening of proposal capabilities in the areas of facility management, building management and supply chain management
  Security | Fire protection | ▶ Pages 25–26, 31

SECOM DESIGN FACTORY
Establishment of the SECOM DESIGN FACTORY brand for collaborative projects that accelerate the creation of new value ▶ Page 28

- **High-value-added home security**
  Application of AI and IoT, etc.
  Security | Insurance | BPO and ICT | ▶ Page 27

- New solutions for help with care for vulnerable individuals
  Security | Medical | Real estate | ▶ Pages 27–28

- Development of services for unattended retail facilities and the trend toward cashless transactions
  Security | BPO and ICT

- Healthcare services tailored to lifestyles
  Security | Medical | ▶ Pages 32–33

Overseas

Current markets

- Collaboration with local partners ▶ Page 29
- Response to outsourcing needs of financial institutions
- Broadening of systems integration business to leverage investment in production facilities, buildings and infrastructure
- Full-scale expansion into home security services markets ▶ Page 29

New markets

- Promotion of efforts to expand into promising new markets

Tri-ion Initiative, employee job satisfaction surveys, application of RPA to operations and others

Investment in human resources with advanced and specialized expertise

Expansion and evolution of services

Growth of customer base
Increase in opportunities for customers to use services

Promotion of efforts to reduce labor requirements

Improvement of performance
Increase in efficiency

Improvement of skills and capabilities
Increase in motivation and discipline

(Maximization)
Per-customer income × Number of customers × Continuation of contracts

Optimization of cost structure

Increase in reliability
Increase in productivity

Provision of services that exceed customers' expectations
Increase in value provided to customers

Maximization of income
Improvement of capital efficiency