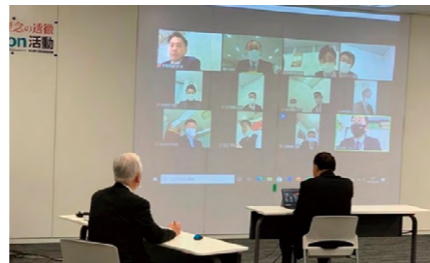


Special Feature The Tri-ion Initiative

Recognizing that a vibrant, diverse team of employees is critical to our ability to provide services that deliver safety and peace of mind, we work to foster employees who understand and share SECOM's Philosophy. In 2018, we launched the Tri-ion initiative, which seeks to ensure that the philosophy fully penetrates every aspect of our operations and to bolster enthusiasm and productivity Groupwide. This initiative seeks to arouse employees' passion, encourage them to share their excitement—a powerful emotion—and bolster motivation (the "ion" in the initiative's name is the last three letters of "passion," "emotion" and "motivation"). Through this initiative, we aim to nurture employees who, by the values they exhibit, embody SECOM's Philosophy to foster a stronger corporate culture, ensure a well-established SECOM brand and further earn the trust of society.

Specific Tri-ion initiative activities to date included holding meetings at Group sites across Japan that brought together employees with different titles and responsibilities to discuss their views on the organization as a whole and their own ambitions. (Under COVID-19, such meetings were held remotely.) We also promote efforts to better tie the day-to-day work of employees more closely to our mission, i.e., our role and raison d'être, and to our ideal future vision for SECOM. In addition, we solicit essays from employees describing actual episodes in their careers that illustrate SECOM's Philosophy and the desire of individuals to earn the trust of customers and contribute to society. These essays are shared Companywide and particularly outstanding submissions receive the Tri-ion Award. Below are two of the award-winning essays.



Tri-ion meetings in the fiscal years ended March 31, 2020 (above) and 2021 (below)

Winning essay 1

Teamwork: Focusing on a Single Purpose

Rena Yaguchi
Staff member, SECOM Control Center,
Kinki Regional Headquarters

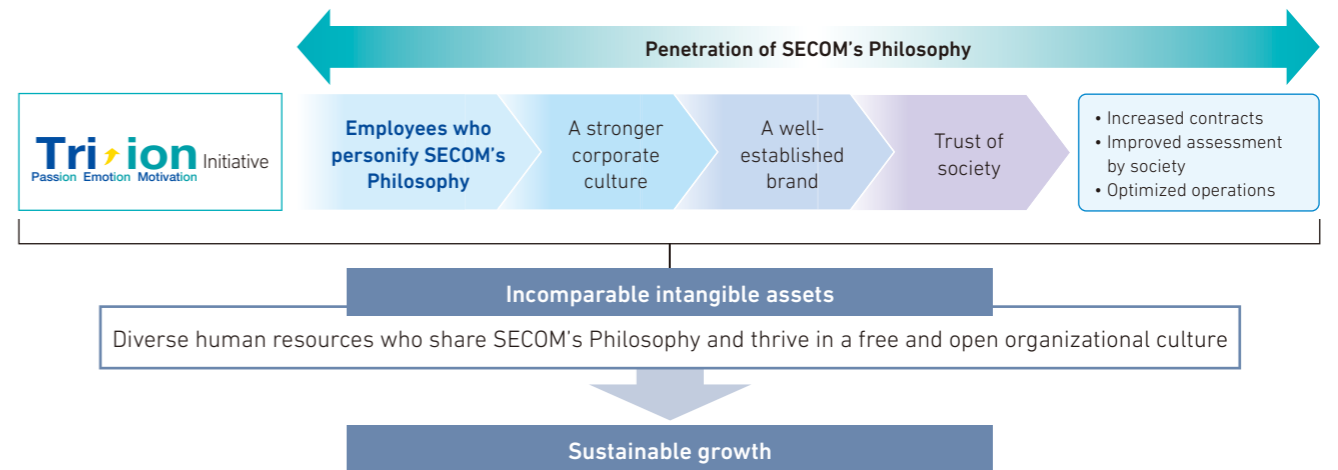


One day at work, I took a call from a Mr. A, one of our emergency response personnel, who said that on his way back to the emergency depot after assisting a subscriber he had witnessed an accident involving a car in front of him, which had turned erroneously and fallen from the roadway into a rice paddy several meters below. Knowing that I needed to immediately alert the fire department and the police, I asked Mr. A for the address where the accident had occurred, but he said that it was a road with no particular identifying features in the middle of nowhere in the countryside. I instructed Mr. A to press the button on his COCO-SECOM transmitter and then I called the COCO-SECOM Operations Center to pinpoint his location. As a result, I was able to promptly give accurate directions to the fire department and police.

I then directed Mr. A to check on the condition of the driver. He answered that the driver was trapped in the car and that she was conscious, but because the door would not

open it would be difficult for him to get her out. Moreover, he said, because of the narrowness of the road there was a risk of a secondary accident. I told Mr. A to ask passers-by for assistance in extracting the driver and to take the appropriate steps to prevent any further problems arising until the fire department and police arrived. A rescue vehicle and an ambulance arrived shortly thereafter and the driver was extracted safely and taken to hospital.

In this episode, the teamwork of Mr. A at the accident site, myself at the SECOM control center and the operator at the COCO-SECOM Operations Center, together with our focus on a single purpose had helped save a life. It reminded me that my ability to make instantaneous decisions and issue accurate instructions is crucial to protecting the lives of customers and emergency response personnel. I will continue to take pride in my job and work to further improve my skills with the aim of helping to ensure the safety of customers.



Winning essay 2

Communicating Passion to Save Lives

Kazushi Makita
Deputy General Manager, Operation Group,
Adachi Office, Tokyo Regional Headquarters



I was on the train home after work one night when I suddenly heard this dull thump. When I looked up, I saw a middle-aged man lying on the floor of the train car. As he drifted in and out of consciousness, I kept talking to him until we arrived at the next station. When the train pulled in, I immediately jumped out and pushed the emergency button and asked the station staff who ran over to call the 119 direct-dial emergency number and bring an AED. Then, with the help of the people around me, I carried the man onto the platform. By this point, he had lost consciousness and was not breathing.

Realizing that there was no time to wait, I started chest compressions. After about 10 minutes, however, I was completely exhausted and didn't think I could continue. Just at that point, two young men came forward and offered to take over. They kept up compressions, exhorting each other to keep going. The AED arrived, and as I got ready to deploy it the man regained consciousness. Just at that point, a doctor who happened to be on the platform rushed over and took control of the situation until the ambulance arrived and took the man to hospital.

I complimented the two young men on their cardiopulmonary resuscitation (CPR) skills. "Actually," explained one of them, "we had an instructor from SECOM come today to train us in the use of AEDs." "You performed

CPR just like our instructor," said the other. Hiding my astonishment, I said I was happy their training that day had proved useful. They replied that they were glad that SECOM offered such training, and went on their way.

As an instructor, I have for many years provided training in CPR and the use of AEDs to subscribers who have installed these devices. At the start of each training session, I tell participants not that I will teach them how to use a device, but rather that I will show them how to save a life. This time, a man's life had actually been saved by two young men who had learned this very lesson from a colleague, another instructor who had communicated passion and sense of mission, and had courageously stepped up to offer assistance. I felt proud of SECOM, which sees being of use to society as a matter of course, and am honored to work for such a company. This sense of pride will continue to underpin my efforts and those of my colleagues at SECOM to work with passion and a common sense of purpose, and to contribute to society.



SECOM training session on AED use and the provision of CPR

Note: Employees' job descriptions and locations are as of the time they received the Tri-ion Award.