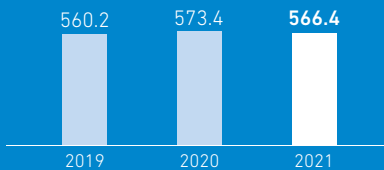




Security Services

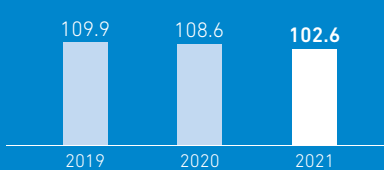
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



Business summary

A distinguishing feature of our security services business is that it primarily consists of recurring revenue-based services, that is, services based on long-term contracts. For example, the initial contract period for mainstay on-line security systems is five years, after which the contract is automatically renewed annually. The provision of SECOM on-line security systems includes the installation of sensors and other monitoring equipment and around-the-clock monitoring by staff at a SECOM control center via telecommunications circuits. In the event an intruder, fire or other irregularity is detected, control center staff dispatch emergency response personnel from the nearest SECOM emergency depot and, if necessary, notify the police and/or fire department.

We maintain ownership of security equipment and extend it to subscribers on a rental basis. The fact that we take full responsibility for all aspects of our on-line security systems, from R&D through to equipment manufacturing, security planning, installation, around-the-clock monitoring, emergency response services and equipment maintenance, ensures exceptional quality and reliability. This approach has also enabled us to accumulate extensive experience and expertise, which we have leveraged to reinforce the three components of our operating foundation, namely, our technological prowess, human resources, and operational and control structure.

Our technological prowess is underpinned by the SECOM Intelligent Systems Laboratory, which conducts forward-looking research in the area of core technologies, and the

SECOM Development Center, which capitalizes on these core technologies to develop highly reliable security systems. Our R&D team's ability to keep abreast of social imperatives and trends in criminal activity has enabled us to realize innovative services and systems. In addition, the invaluable opinions and needs of subscribers communicated to our sales staff, emergency response personnel and other employees in the course of their work are conveyed to our R&D team, facilitating swift and precise adjustments that further enhance the quality of our on-line security systems.

We work untiringly to nurture human resources to strengthen our responsiveness to customers. Training for new recruits, as well as for emergency response personnel, sales staff, administrative staff and other employees, is provided at four training centers in Japan. This ensures that employees fully understand our corporate philosophy and observe a code of conduct befitting security professionals, as well as equips them with advanced knowledge and technical skills. We also leverage our wealth of know-how in extending services to customers to improve training programs, enabling us to nurture employees. We recognize that our employees are our most valuable management resource and are essential to building a robust organization that underpins our ability to extend high-grade services.

We have established an incomparable operational and control structure by offering on-line security systems through a nationwide network of approximately 2,700 emergency depots, extensive know-how accumulated over many years, the unerring decision making of our highly experienced control center staff and the swift actions of our emergency response personnel. By maintaining a close proximity to the communities in which we operate, we ensure our ability to promptly ascertain customers' wishes and extend the optimum solutions to their needs for safety and security. Our experience addressing diverse customer needs gives us outstanding flexibility and broad responsiveness. These capabilities have earned us the trust of customers, enhancing the value of the SECOM brand. At present, contracts for our domestic on-line commercial and home security systems number

more than 2.4 million, and we continue to enjoy the leading share of the market. Going forward, we will continue to rally SECOM Group strengths, at the core of which are our on-line security systems, to address the challenges faced by subscribers by proposing optimal services and products, in line with our abiding commitment to delivering safety and peace of mind and making life more comfortable and convenient.

Operating highlights

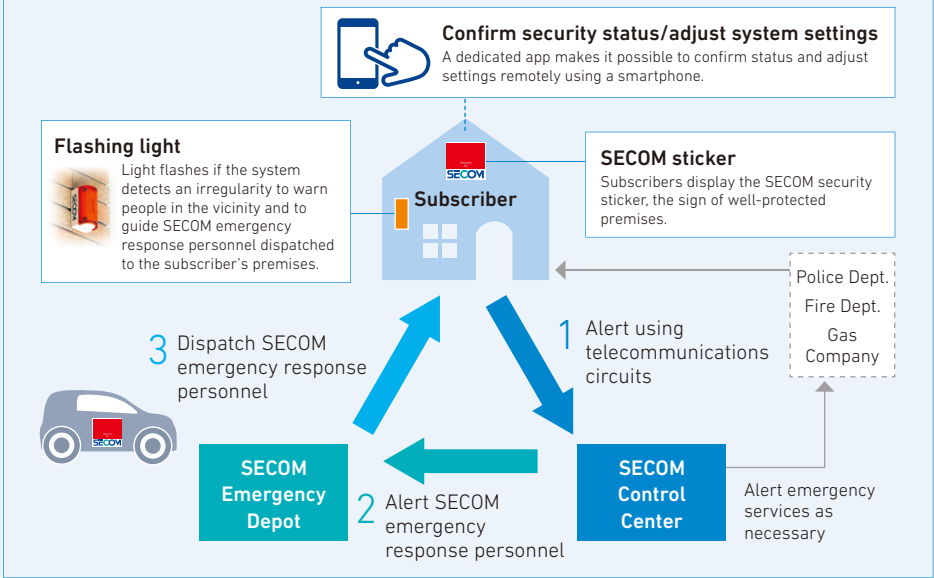
Commercial security services

We work actively to offer an extensive lineup of security services, centered on on-line security systems, that respond to the diverse needs of customers. In recent years, on-line security systems for commercial security subscribers must not only offer monitoring for irregularities to guarantee security and prevent fires, but also support the business activities of subscribers around the clock. We continue to emphasize the quality of subscriptions and propose high-value-added on-line security systems that respond swiftly and flexibly to the needs of subscribers.

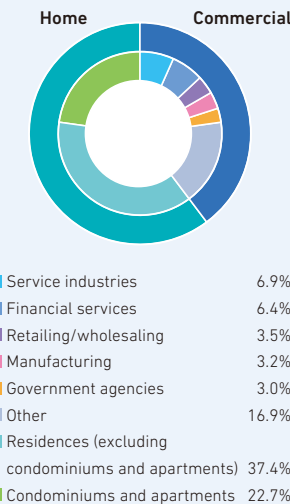
Expanding the functions of System Security AZ

System Security AZ is an all-in-one on-line security and fire prevention system with a variety of functions that helps manage risks by preventing crime and fires, as well as improves work efficiency by facilitating the management of employee attendance, among others. Convenience is also enhanced with this system, which allows the users to confirm their security status and adjust system settings remotely from a smartphone using a dedicated app. AZ also boasts superb expandability, making it possible to heighten the system's functions in response to evolving customer needs, technological innovations and changes in the communications infrastructure. Because it consolidates multiple systems for commercial security subscribers into one, AZ is also expected to benefit us

On-line Security Systems



Contracts for On-line Security Systems in Japan
(As of March 31, 2021)



SECOM Control Center



System Security AZ



Confirmation of security status from a smartphone

by helping reduce our inventory, development and procurement costs.

In March 2021, we integrated this system with the SECOM Cloud Video Surveillance service, making it possible to manage images captured using AZ and IP cameras in the cloud. Linking this service to AZ allows confirmation of high-resolution live images captured by the various IP cameras and recorded images of the arming and disarming of the system from a smartphone. It also expands the lineup of surveillance cameras that can be used. With the aim of preventing users from forgetting to set AZ, a new prompt function was added. A notification function was also introduced that confirms security status to determine if any employees remain on-site and whether the site is still open or has been closed, ensuring the effectiveness of protection. Looking ahead, we will continue responding flexibly to the needs of an increasingly diverse range of industries by further enhancing the functionality of AZ and promoting its adoption.

New services and products that prevent the spread of COVID-19

In this era of COVID-19, the practice of checking the body temperatures of people entering offices, schools, stores and other facilities, and confirming that they are wearing masks have become commonplace to prevent the spread of infection. In July 2020, we released a thermal camera integrated with a tablet that uses AI technology to recognize visitors' faces, measure their facial temperature even if they are masked, and determine their mask status. Linking the thermal camera with an access control system makes it possible to measure the body temperature of people entering against a predetermined body temperature setting and unlock the specified door, reducing the burden on employees and ensuring the problem-free use of facilities.

We also conducted a practical trial of the AI-powered Virtual Security Guard System, which features a virtual character who performs security, receptionist and other static guard duties, linked with a thermographic camera to measure a visitor's body temperature and mask status. This lowers the risk to both visitors and to human guards.

In February 2021, the open innovation development process that yielded the Virtual Security Guard System won the Minister of Economy, Trade and Industry Award, conferred as

part of the Japan Open Innovation Prize, which is sponsored by Japan's Cabinet Office.

Security services that incorporate new technologies
Development of the cocobo AI- and 5G-equipped security robot

We recently completed development of cocobo, a security robot that makes use of AI and 5G technologies to patrol and conduct security inspections in place of security



cocobo a security robot

guards at commercial facilities, office buildings and other premises. As it travels autonomously on its predetermined patrol route, cocobo analyzes video captured by its onboard camera in real time using AI, notifying the facility's disaster prevention center if it detects unattended items. If it encounters anyone suspicious, the robot will intimidate them by emitting a combination of sound, light and smoke. If necessary, the unit can also be fitted with an arm attachment to inspect waste receptacles and check whether doors are properly locked. Cocobo also makes use of a wide range of data in the cloud.

Participation in efforts to create a flight control infrastructure for fully autonomous drones

Drones are expected to find use in a wide range of fields, but level 4 operation, that is, beyond-line-of-sight flight over urban and other populated areas, requires a system in which operators are responsible for controlling the flights of their own drones. In March 2021, SECOM participated in a demonstration test with four other companies in which multiple drones with different purposes—including pharmaceuticals transport, security patrol, solar panel inspection and aerial sports photography—were flown simultaneously. The test employed a flight control system developed by a major telecommunications company to validate collision-avoidance and other system technologies. In

the years ahead, we will continue to promote the realization of an effective control infrastructure for fully autonomous flight.

Verification testing of pedestrian area EV developed to boost the efficiency of security patrols

Pedestrian area electric vehicles (EVs) are compact vehicles that use EV technology. We recently conducted verification testing of a pedestrian area EV for use in security patrols developed by a



Security guard patrolling on a pedestrian area EV

leading Japanese automaker to boost patrol efficiency and reduce the physical demands on guards patrolling major events or large-scale commercial facilities and have resolved to officially commence deployment in October 2021. Looking ahead, we will continue to demonstrate the effectiveness of pedestrian area EVs in providing ever-higher grade security services and easing the physical burden on guards.

Home security services

SECOM Home Security, currently celebrating its 40th anniversary, has expanded beyond essential security functions such as monitoring for intruders and fires, and emergency alerts, to include optional services such as monitoring for gas leaks, medical emergency calls and safety confirmation. At present, SECOM Home Security has been installed in all types of residences, including single and multigenerational family homes, condominiums and rentals. SECOM Home Security subscribers in Japan currently number more than 1.45 million.

Expanding subscriptions to SECOM Home Security NEO

In addition to an easy-to-use desktop home controller, SECOM Home Security NEO can be armed and disarmed remotely from a smartphone and includes an automatic notification feature that enables a subscriber to receive alerts on his or her smartphone when the system is

accessed by someone leaving or entering the home, further underpinning this system's growing popularity. SECOM Home Security NEO can also be linked with devices on the IoT to facilitate a variety of services that suit the subscriber's lifestyle. For example, it can be connected to smart speakers to enhance user convenience.



SECOM Home Security NEO

Offering the new Monitoring Service for Seniors

In June 2021, we developed the SECOM Monitoring Service for Seniors, offered as an option to SECOM Home Security subscribers that includes a cloud-based smartphone app. This service stores and analyzes information from SECOM Home Security sensors installed in entryways, windows and rooms of the



SECOM Monitoring Service for Seniors smartphone app

subscriber's parents' home in the cloud. Family members can check up on their parents in a nonintrusive manner by accessing this information using a newly developed smartphone app to confirm any variations in the frequency or nature of daily activities. Subscribers unable to visit their parents because of COVID-19 restrictions who are concerned about their parents' wellbeing can use the app to ask SECOM to dispatch emergency response personnel to check in person. By installing an optional dedicated sensor, subscribers can also monitor the temperature and humidity inside their parents' homes when there is a risk of indoor heatstroke. We will continue to enhance our lineup of monitoring services that deliver safety and peace of mind, as well as make life more comfortable, whenever and wherever necessary, for anyone and everyone.

Linking SECOM Home Security with the Apple Watch for enhanced convenience

We are currently developing two new services that link SECOM Home Security with the Apple Watch. The first of these seeks to improve user experiences by enabling subscribers to arm or disarm SECOM Home Security simply by tapping the SECOM app on their Apple Watch. The second allows the effective use of monitoring information by storing pedometer, calorie expenditure counter, exercise time, heart rate and other data from the subscriber's Apple Watch, as well as information on the frequency or nature of daily activities detected by SECOM Home Security, in the cloud for analysis and viewing. We are working to verify the value provided and plan to begin offering these services, which are designed to assist subscribers not only in managing their own health, but also in monitoring the wellbeing of parents living apart, in the fiscal year ending March 31, 2022.



Using Apple Watch to set SECOM Home Security

Other security services

The new COCO-SECOM

COCO-SECOM, a mobile security system, uses signals from GPS satellites and cellular phone base stations to pinpoint the location of dedicated portable transmitters carried by individuals or attached to objects. In the event of an

emergency, a customer can simply press a button on the transmitter to notify the COCO-SECOM Operations Center, which will promptly dispatch emergency response personnel. Since its release in 2001, COCO-SECOM has been used to locate missing children, women and seniors or to send alerts in the event of an emergency. Commercial customers have used this service to protect the safety of employees, avert robberies and the loss of important items, and manage vehicle fleets and prevent the theft of cars.

In March 2021, we revamped COCO-SECOM by linking it to a newly developed smartphone app. This dedicated app notifies the designated smartphone when an individual carrying a transmitter leaves home, or enters or exits a specific area, or when a vehicle fitted with an onboard transmitter moves unexpectedly. The transmitter also makes it possible for individuals to speak directly with COCO-SECOM Operations Center staff when an alert is sent. Going forward, we will continue to capitalize on our more than two decades of experience offering this service to provide reliable safety and peace of mind.

Overseas security services

Extending services in 13 countries and territories

We made our overseas debut in 1978, when we established a presence in Taiwan. Today, our overseas security services business encompasses operations in 13 countries and territories, through which we provide diverse services, centered on on-line security systems with emergency response services, customized to reflect local needs and sensibilities.

Publicly listed affiliated company Taiwan Secom, the largest security services company in the Taiwanese market, offers a broad lineup of security services and products, ranging from home security to safety management systems for large-scale facilities. The company is working actively to improve services by incorporating new technologies such as wearable cameras.

Local industry leader S1, which is publicly listed in the ROK, extends a wide variety of security services and building solutions, centered on on-line systems. S1 continues to garner praise from customers for its swift emergency response services, which it provides through approximately 670 emergency depots, underscoring the growth in subscriber numbers.

In the PRC, we have created an extensive security network encompassing bases in 26 cities, through which we continue striving to expand sales. In addition, we have set up a manufacturing facility in Shanghai that produces security equipment tailored to the needs of local customers.

In Southeast Asia, the efforts of SECOM Group companies in Thailand, Malaysia, Singapore, Indonesia, Vietnam and Myanmar are bolstering acceptance of on-line security systems.

We provide a diverse array of security services in Turkey, including safety management systems. Customers in this market range from small and medium-sized companies to large-scale facilities.

Group companies in Australia provide high-grade services, including large-scale systems integration services, to private-sector companies, such as financial institutions and major commercial facilities, and to state and federal government agencies.

In New Zealand, we provide security, as well as maintenance and inspection services. Our high-performance surveillance camera systems enjoy particularly solid support from customers ranging from prominent supermarkets to financial institutions.

Subsidiary Secom plc provides on-line security systems and other security services across the United Kingdom. The company has built a robust reputation, earning the trust of government agencies, leading financial institutions and major corporations.

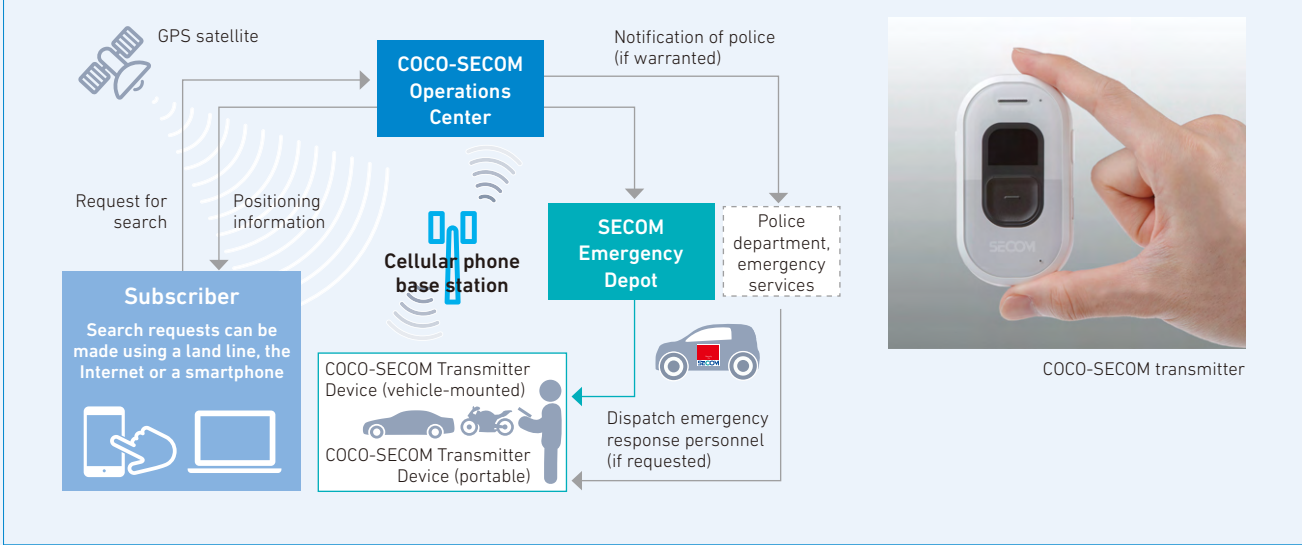
Expanding operations in growing markets

To accelerate acceptance of the spread in on-line security systems in the PRC and Southeast Asia, both of which are home to rapidly expanding wealthy and middle classes, we are actively promoting open innovation with local companies to provide services that reflect market needs in the countries and territories in which we operate.

In the PRC, we have established the China Innovation Center in Shanghai, and are working with major local manufacturers, real estate firms and telecommunications companies, among others, to devise services tailored to regional characteristics and customer needs. In Bangkok, we have opened the ASEAN Innovation Center, which is engaged in the planning and introduction of products and services customized for Association of Southeast Asian Nations (ASEAN) member states. In November 2020, we began offering cloud-based on-line security systems, leveraging digital marketing and customer management systems to expand the scope of local operations.

We also continue to expand our presence in Asia, completing the acquisition of three companies, in Malaysia, Singapore and Hong Kong, between September 2020 and February 2021. These new subsidiaries, which provide a wide range of security systems, mainly to residential subscribers, and small and medium-sized companies, will continue to leverage synergies with other SECOM Group companies to accelerate the provision of safety and peace of mind in overseas markets.

COCO-SECOM Mobile Security System (Location and Emergency Response)



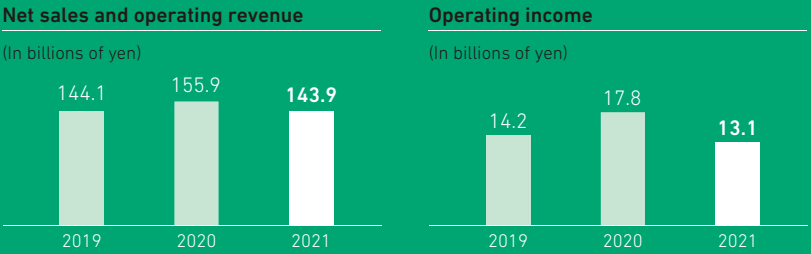
Control center (Secom Guardall NZ Ltd.)



Emergency response vehicle (Secom Vietnam Security Service JSC)



Fire Protection Services



Operating highlights

This segment centers on the operations of Nohmi Bosai and Nittan, two of Japan’s leading fire protection services companies, which include the provision of automatic fire alarms and fire extinguishing systems, and equipment inspection and maintenance services, for a broad range of applications, including office buildings, production facilities, tunnels, cultural properties, ships and homes. Both companies boast competitive advantages derived from a wealth of experience and know-how, as well as an integrated service configuration encompassing everything from R&D to system planning, manufacturing, installation and maintenance, allowing them to extend high-grade services tailored to customer needs. In the area of automatic fire alarms, Nohmi Bosai’s and Nittan’s efforts in the period under review focused not only on securing orders for new buildings, but also on responding to replacement demand in the renovations market by drawing on their solid track record and the trust of customers to promote sales based on optimized proposals. In fire extinguishing systems, orders remained brisk despite the impact of COVID-19.

Strengthening the foundation of core businesses and entering new areas

Nohmi Bosai is working to strengthen its core businesses, notably the provision of fire protection systems, and maintenance and inspection services, that comply with Japan’s Fire Service Act, and to improve its ability to offer comprehensive proposals that go beyond the scope of the Fire Service Act, encompassing products and services that will reinforce existing businesses. In recent years, measures have been stepped up to protect national treasures and important cultural properties against fire. At the same time,

rapid digitalization has triggered a rush to build data centers and logistics facilities. In response, Nohmi Bosai is fortifying its ability to propose fire protection systems for such structures. For example, for data centers and similar facilities, the company actively encourages the installation of not only fire alarms and fire extinguishing systems, but also of the high-precision Protecview smoke detector, intended to facilitate early detection and response, thereby minimizing damage.

Delivering fire alarm systems for subway lines in the PRC

Capitalizing on experience in the provision of fire protection systems accumulated in Japan, Nohmi Bosai provides high-value-added services, including proper after sales care, in the PRC, India, Southeast Asia and Taiwan. Fire alarm



Protecview (Nohmi Bosai)



Fire extinguishing system for a cultural property (Nohmi Bosai)

systems manufactured by Shanghai Nohmi Secom Fire Protection Equipment Co., Ltd., were recently installed along two subway lines that opened in the city of Hangzhou, in Zhejiang Province, that commenced operation in December 2020. In 2022, the company will deliver 430 fire alarm receivers and approximately 220,000 sensors for use at 187 stations, including those on six new subway lines currently under construction. Going forward, Nohmi Bosai will continue to reinforce its overseas operations.

Developing and providing products that take into account installation quality and maintenance considerations

Nittan works to develop unique fire detectors, placing emphasis not only on product performance and price, but also on customer feedback regarding design, installation quality and maintenance considerations. The company’s dual optical spot-type smoke detector, with a preventative maintenance display function and a 360-degree omniview operational status indicator, eliminates restrictions on the orientation of installation. Moreover, devices can be maintained in good working order in terms of sensitivity over long periods of time because changes due to grime and other factors can be monitored constantly and automatically rectified. The preventative maintenance display function—an industry first—blinks during inspection if the sensor needs to be replaced.

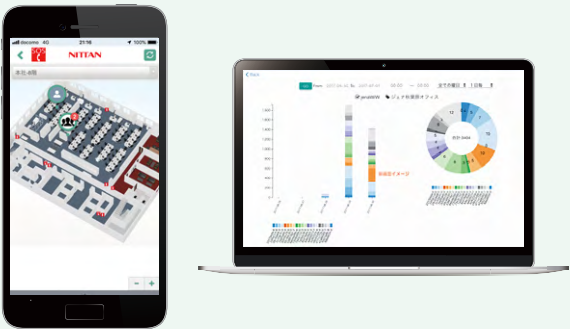
Nittan has also developed Simex, the industry’s smallest high-performance fire detector for apartments. In addition to one-touch installation, this design-forward recessed detector is white—an industry first—so it blends into the ceiling. Nittan will continue to promote the development of products and systems that leverage advanced technologies to protect both the lives and property of its customers.



Simex recessed fire detector for apartments (Nittan)

Expanding sales of B Catch Now

When a fire breaks out, Nittan’s B Catch Now indoor location information system uses signals from sensor beacons installed inside the fire detector to pinpoint the location of people, the fire’s point of origin and the position of fire extinguishers and hydrants on a smartphone, supporting initial responses, including swift firefighting and evacuation. On an everyday basis, customers can use the system to analyze staffing and flow lines in the workplace, helping to improve efficiency and reform work styles. Demand for indoor location information systems, especially in offices, hospitals and manufacturing facilities, has increased as a result of the COVID-19 pandemic and the resulting introduction of open plan offices and social distancing measures, and the need to quickly trace close contacts when an infected individual is found. Looking ahead, Nittan will continue to actively market B Catch Now in response to emerging customer needs.



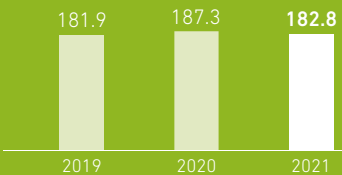
B Catch Now display of location information (left) and movement data (right) (Nittan)



Medical Services

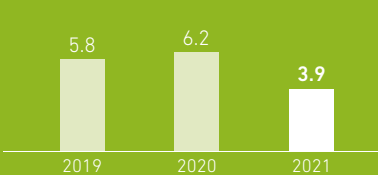
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



Operating highlights

In the belief that extending services that protect health and life is the ultimate expression of our commitment to delivering true safety and peace of mind to customers, we have created a medical services business that encompasses four categories: medical care, personal care, healthcare and preventative care, and ICT-based services. We also continue to capitalize on ICT to create seamless, integrated community-based healthcare models encompassing, among others, support for affiliated medical institutions and the provision of home nursing, pharmaceutical dispensing, personal care, and health and preventative care services.

Medical care services

Our medical care services business began with home nursing services and pharmaceutical dispensing services, both of which are offered to patients in the comfort of their own homes. Today, our home nursing services assist home

medical care by dispatching visiting nurses from a nationwide network of 33 visiting nurse stations to provide expert medical treatment and nursing care in the patient's home under the direction of his or her physician. Our pharmaceutical dispensing services involve filling prescriptions and delivering medications needed by patients at home, as well as delivering medical supplies, including infusion lines and syringes for home parenteral nutrition (HPN) administered via central venous catheter, and medical hygiene products.

Our support for affiliated medical institutions focuses on partnering with diverse hospitals and clinics extending services ranging from emergency medicine to convalescent care to help ensure high-grade community-based healthcare. We also leverage our extensive expertise and proficiency in home medical care to assist with the opening and operation of community clinics. We also leverage our experience in Japan to operate Sakra World Hospital, a general hospital in Bengaluru, India.

Highlights in this area in the fiscal year ended March 31, 2021 included the development and launch of anticancer agent decomposition solution HD Protect (HD stands for "hazardous drug"), which protects medical staff from the risk of exposure to potentially harmful anticancer agents. We also introduced an anticancer agent exposure investigation service, which includes formulating measures to counter the risk of exposure to anticancer agents in hospitals and develops related proposals. Going forward, we will continue striving to contribute to the safety and security of medical care settings, and to the realization of ever-higher levels of service quality in this business.

Personal care services

This category includes the provision of visiting personal care services and adult day care services, as well as the management of comprehensive senior care centers that extend diverse in-home care services. We also operate residences for seniors, which bring together our know-how in medical and personal care service, as well as our expertise in security services.

Health and preventative care services

We are taking steps to expand health and preventative care services to encourage health maintenance and promotion and enhance quality of life. At membership-based club SECOM Health Care Club KENKO, medical staff, including an attending physician, work as a team to provide a variety of health management services.

ICT-based services

These services center on the deployment of distinctive networked services for medical institutions. These include cloud-based medical report services SECOM Ubiquitous Electronic Medical Record (EMR) and SECOM OWEL, the Hospi-net remote image diagnosis support service and SECOM SMASH, a hospital management information analysis system.

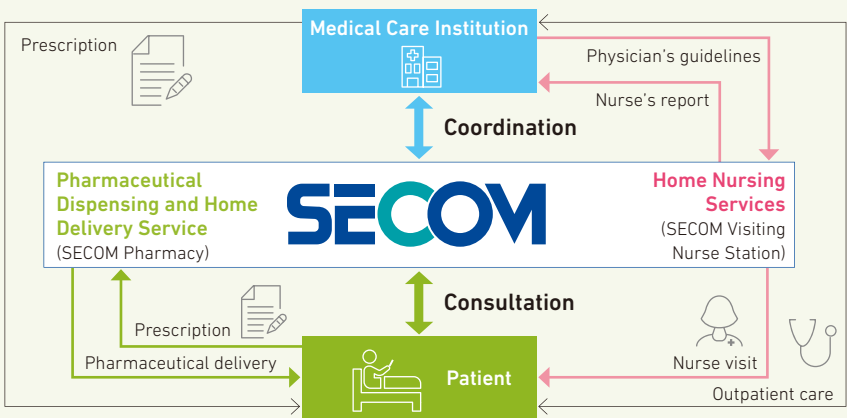
Capitalizing on our accumulated expertise in home medical care and in the provision of assistance to affiliated medical institutions, together with our extensive management resources, we offer the SECOM Vitalook remote medical support platform. SECOM Vitalook collects and stores home medical care patients' vital sign data (e.g., pulse, blood pressure, body temperature and electrocardiogram) at a SECOM data center, allowing physicians, nurses and other healthcare professionals at contracted medical institutions to review such data in real time and provide appropriate instructions remotely. In the period under review, empirical research was conducted using SECOM Vitalook for COVID-19 patients in isolation to maintain the quality of examination and nursing services while reducing the risk of infection for medical staff. This research was chosen by the Japan Agency for Medical Research and Development (AMED) for an official project on the development of innovative medical technologies for use in treating viruses and other infectious diseases.

Going forward, we will continue to capitalize on know-how cultivated in the medical services business and the management resources of the SECOM Group to develop and extend distinctive ICT-based services that contribute to healthier, more comfortable lifestyles.

Home Medical Services



SECOM Pharmacy



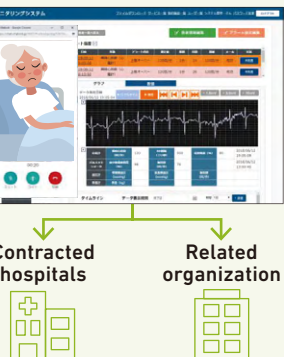
SECOM Vitalook

Collection and storage of home medical care patient's vital sign data



- SECOM data center
- Collection and storage of vital sign data
- Automatic alerts
- Video calls
- Display of pertinent data
- Sharing of information with related organizations

Remote monitoring of patient's condition by healthcare professionals



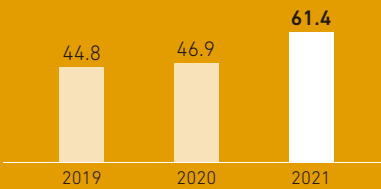
SECOM Vitalook



Insurance Services

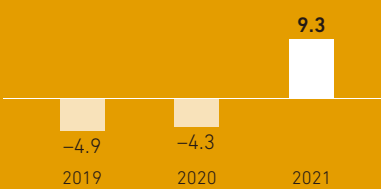
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



Operating highlights

We believe that both security services, which seek to prevent risk, and non-life insurance, which looks after people should misfortune strike, are essential to our ability to deliver uninterrupted safety and peace of mind. In keeping with this belief, we continue to provide a diverse range of non-life insurance policies. In April 2020, Secom General Insurance established a second insurance claims center in Kyushu in collaboration with SECOM Group BPO services company TMJ with the aim of reinforcing business continuity planning (BCP) measures and enhancing customer services. Two months later, in June 2020, we deployed a new system extending non-life insurance services that has improved operational efficiency and productivity, as well as further strengthened our ability to offer high-grade services and ensure business continuity.

High marks for the MEDCOM unrestricted cancer treatment policy

MEDCOM is an unrestricted cancer treatment policy that provides coverage for costs associated with all inpatient hospital treatments, including those covered under Japan's National Health Insurance (NHI) scheme, those for advanced medical care, and those for which the individual usually bears the financial burden. Coverage for inpatient treatment is unlimited, while that for outpatient treatment is up to ¥10 million per five-year period. This allows the subscriber to concentrate on treatment without having to worry about the economic implications thereof. Developed from the perspective of the subscriber, MEDCOM continues to earn high marks, underpinning the steady expansion of subscriptions.

Fire insurance policies with unique discounts

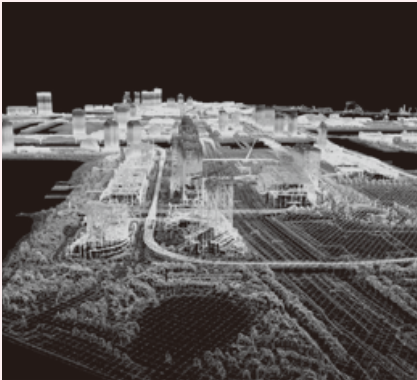
SECOM *Anshin* My Home is a fire insurance policy for residential customers that features a discount on premiums for subscribers who have installed on-line security systems, in recognition of the fact that such systems reduce the risk of theft and fire. The Security Discount Fire Policy is a similar policy for commercial customers who have installed on-line security systems in which premiums are discounted to reflect the risk-mitigating benefits of such systems. Active efforts to also propose these policies when introducing on-line security systems, as well as rising appreciation for discounted premiums and enhanced coverage, continue to push up subscriptions. Looking ahead, we will continue working to further expand sales of fire insurance, as well as to promote the installation of security systems.

SECOM *Anshin* My Car: Backed by on-site support from emergency response personnel

SECOM *Anshin* My Car is an automotive insurance policy that includes around-the-clock access to on-site support by SECOM emergency response personnel in the event of an accident if requested, thereby helping ensure the peace of mind guaranteed by the SECOM brand. This policy's customer-focused assistance, which also includes emergency response personnel contacting the police and ambulance services, confirming the seriousness of the accident and photographing the site, continues to be highly evaluated by subscribers.



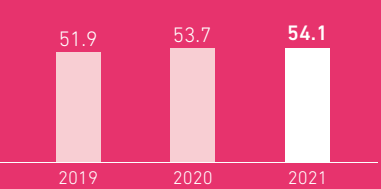
SECOM Insurance claim center



Geospatial Information Services

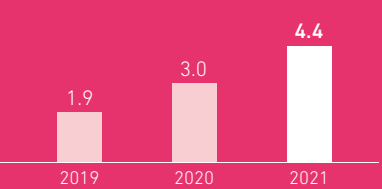
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



Operating highlights

Subsidiary Pasco Corporation collects geospatial data from commercial satellites, aircraft, drones and proprietary vehicle- and ship-mounted sensors, among others, which it integrates, processes and analyzes to provide geospatial information services, assisting efforts to address diverse social imperatives. In recent years, the growing need for disaster prevention and mitigation—a consequence of the increased frequency of natural disasters—and measures to resolve issues caused by aging infrastructure has broadened the scope of use for geospatial information. Pasco's operations are divided into services for domestic public sector entities, services for domestic private sector customers, and support services for developing countries overseas, with the first category accounting for approximately 80% of segment net sales and operating revenue.

Leveraging 3D geospatial information technologies to address social imperatives

With the aim of realizing smart cities and enhancing national resilience, Pasco is promoting efforts to create digital twins, that is, living digital replicas of physical assets, using data captured by sensors. In November 2020, the company began operating the new Real Dimension vehicle-mounted road condition surveying system. Equipped with a laser system that measures 3D coordinate data, a 3D camera that captures images of road surface conditions, and a digital camera that captures continuous images of the overall surroundings, Real Dimension can capture all relevant geospatial information in a single run. Based on this information, Pasco conducts simulations in the virtual space and applies it to the resolution of issues pertaining to an aging infrastructure and national resilience, and the revitalization of industry.



Real Dimension

Building the Risk Information Platform business

Pasco is collaborating with a leading geological services firm to create the Risk Information Platform in response to a growing need for information critical to grasping and effectively countering natural disasters, and to helping ensure business continuity. As a first step, in April 2021 Pasco completed the foundation of this platform and began providing the Land Information Report service. Targeted mainly at real estate, insurance, logistics and retail firms, this service involves the extension of on-demand information on risks associated with natural disasters, ground conditions and soil pollution, as well as on population distribution, commercial environment and traffic patterns, to bolster understanding of business risks, as well as to support marketing activities. Pasco will continue to seek the participation of new partners to enhance the platform's content and services.



Conceptual image of the Risk Information Platform

Promoting satellite-based services

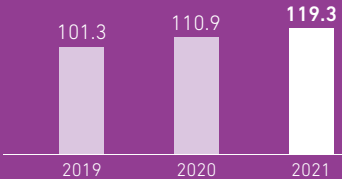
In June 2021, Pasco, together with five other leading domestic satellite data services companies collaborated to establish Satellite Data Services Co., Ltd., to commercialize satellite data analysis services with the aim of providing information critical to, among others, prompt situational awareness in the event of a disaster and regular monitoring of infrastructure. This new firm will capitalize on the expertise of each participating company to develop business schemes that benefit a wide range of customers, including the national government and local authorities, and intends to launch full-scale services in the fiscal year ending March 31, 2024.



BPO and ICT Services

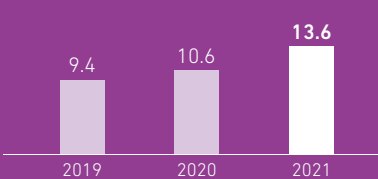
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



Operating highlights

This segment encompasses the operations of subsidiaries Secom Trust Systems, which develops and provides ICT services that deliver safety and peace of mind and makes lives more comfortable and convenient; At Tokyo, one of Japan's largest data center operators, which offers services boasting excellent connectivity to cloud-based services; and TMJ, which extends contact center, and other BPO services. All three companies work to respond to the diverse, ever-changing needs of customers.

Large-scale disaster preparedness, information security and cloud-based services

In addition to overseeing the development and operation of IT systems for SECOM Group companies in the security services and other businesses, Secom Trust Systems leverages its accumulated ICT know-how to provide large-scale disaster preparedness services that underpin business continuity, as well as information security services and cloud-based services.

Large-scale disaster preparedness services include assisting customers in the formulation of BCPs to ensure advance arrangements, the implementation of effective immediate response measures and the prompt restart of operations in the aftermath of a major disaster. The SECOM Safety Confirmation Service enables subscribers to swiftly ascertain the safety of employees and their families and damage to sites in the event of a major earthquake or other disaster or the failure of key infrastructure. As of March 31, 2021, this service was used by approximately 8,300 companies employing around 7.5 million individuals, making it the most widely used crisis management service in Japan.* Against a backdrop of rising COVID-19 infections, a new function was added to this service to check the health of employees on a

daily basis, thereby supporting the efforts of subscribing companies to ensure effective personnel management.

Information security services provide comprehensive support to protect customers' information from increasingly shrewd and sophisticated cyber attacks, from advance diagnostics and preventative measures to monitoring and the implementation of countermeasures in the event of an incident. We also capitalize on our competitive advantages as a certification authority, which is responsible for the management of cryptographic keys, to guarantee the safe and secure transmission of information using IoT devices.

Secom Trust Systems also offers a variety of cloud-based services that improve the efficiency and convenience of customers' operations, thereby helping to reduce costs. Contracts for SECOM *Anshin* Eco Document Digitization Service, which digitizes documents in compliance with related legislation, have exceeded 100,000 since the service was launched in 2009. Secom Trust Systems is also capitalizing on our distinctively SECOM high-level security and robust Secure Data Center capabilities to accelerate sales of a safe, legally compliant contract and application digitization service for local authorities that responds to government and private sector digital transformation (DX) needs.

In August 2020, Secom Trust Systems launched SECOM *Anshin* Telework via USB Remote Device, a service that allows employees to securely log into their company's

internal systems simply by inserting a USB memory into their own device. In addition to being considerably less costly than equipping every employee



SECOM *Anshin* Telework via USB Remote Device

with a company-issued telework device, this service reduces the risk of unauthorized access and leaks of information. Through this new service, the SECOM Group will continue to support the efforts of companies to reform work styles.

*In August 2020, SECOM Safety Confirmation Service was rated the top large-scale disaster preparedness service for commercial users in Japan in terms of contract volume and number of users by research firm Shopper's Eye Inc.

Data center services

Data center operator At Tokyo capitalizes on its more than two decades of experience and operational know-how to offer a broad range of customers uninterrupted,



At Tokyo data center

around-the-clock data center services that respond to diverse needs and have earned a reputation for world-class quality and reliability. Of note, the company's key competitive advantage is its ability to provide high-grade services that boast low latency and excellent connectivity with megacloud, internet exchange (IX) and diverse other services, creating an important IT infrastructure for companies for which system outages would significantly impact society.

In recent years, we have seen increased demand for and heightened the importance of cloud-based services, not only as a measure for large-scale disaster preparedness but also to respond to rapid digitalization. Against this backdrop, needs are rising for network redundancy in the Tokyo metropolitan area and the Kansai region. At Tokyo, which had originally focused its efforts to establish data centers in Tokyo, opened two facilities in the Kansai region in 2020 and will open one in Kyushu in 2021. This will position it to assist customers in constructing and operating efficient and seamless networks.

At Tokyo's data centers bring together multiple domestic and overseas service providers and telecommunications carriers. This ensures efficient, on-demand access to providers of megacloud, IX and a wide range of other network and platform services. In 2023, At Tokyo will open a new hyperscale urban data center in Tokyo.

At Tokyo will continue to help customers generate new business opportunities via its platform, which promotes flexible connectivity and mutual connections, making it a

global network hub and a central connection point for data centers across Japan and around the world.

BPO services

Owing to a declining labor force and the spread of COVID-19, Japan has seen robust demand for BPO services. TMJ continues to earn praise for its high-grade contact center and back-office support services tailored to the needs of financial institutions and other major companies.

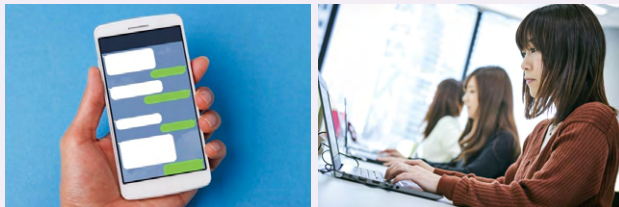
TMJ recently began providing an AI text classification service that accelerates data analysis by using machine learning to classify large amounts of text previously analyzed and classified by people. TMJ's ability to leverage its expertise in text mining*1 to conduct analysis and propose improvements enables it to assist the operations of customers in a broad range of industries.

To assist companies facing challenges extracting and analyzing customer comments, TMJ has also launched a new chatbot*2 service that facilitates swift responses to customer inquiries, as well as reduces labor requirements. This service involves the implementation of chatbots and optimizes their operation, from the preparation of automatic responses to the routing of inquiries to live operators. TMJ provides backup for the prompt, cost-effective implementation of chatbots programmed to deal with customer-specific inquiries (for example, admissions questions for companies offering membership services and repair requests or procedural queries for manufacturers and financial services firms).

By promoting the construction of next-generation contact centers, TMJ will continue to assist companies seeking to improve customer experiences, as well as to resolve issues in the provision of customer support.

*1 Text mining is the process of deriving meaningful information from large volumes of text.

*2 A chatbot is a software application used to conduct an online chat with a caller by responding to text input or speech.



Chatbot service, featuring chatbot-generated responses to customer inquiries (left) and routing to live operators when necessary (right)