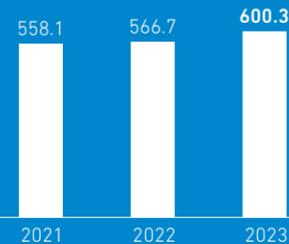


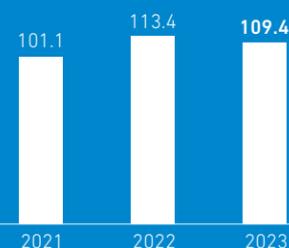
Security Services



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. The initial contract period for our mainstay on-line security systems, for example, is five years, after which the contract is renewed automatically every year.

Our provision of on-line security systems includes around-the-clock monitoring for intruders, fires or other irregularities by SECOM control center staff via telecommunications circuits linking the control center with security equipment installed at the subscriber's premises. In the event an irregularity is detected, control center staff swiftly appraise the situation and issue instructions to emergency response personnel at a nearby SECOM emergency depot, who race to the subscriber's premises. If necessary, the police and/or fire department are also notified.

Our ability to deliver seamless peace of mind reflects the fact that we maintain security equipment in peak operating condition and extend

it to subscribers on a rental basis. We take responsibility for all aspects of our security services, from R&D through to equipment manufacturing, security planning, installation, around-the-clock monitoring, emergency response services and equipment maintenance, guaranteeing exceptional quality and reliability.

A half-century of providing community-focused services underpins our ability to accurately ascertain customers' wishes and offer the optimum solutions to their needs for safety and peace of mind. This has led to the steady expansion of contracts for our on-line systems in Japan. At present, contracts for commercial and residential security systems number more than 2.5 million, and we continue to enjoy the leading share of the domestic market.

We have continued to leverage our extensive experience and expertise, accumulated over our long history of extending services to a wide range of subscribers, as well as to hone the three components of our operating foundation, namely, our technological prowess, human resources, and

operational and control structure. Such efforts continue to ensure high-grade on-line security systems.



SECOM control center

Technological prowess

Our R&D configuration comprises the SECOM Intelligent Systems Laboratory, which conducts research into new and core technologies, and the SECOM Development Center, which capitalizes on research achievements to develop highly reliable equipment and systems. In addition to analyzing socioenvironmental changes and trends in criminal activity, our R&D team ensures that 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 reflected in swift and precise adjustments that

further bolster the quality of our on-line security systems.

Given the astounding pace of technological evolution, along with in-house development we are actively promoting open innovation with various partners with the aim of swiftly creating services more precisely tailored to society's needs. In July 2022, we opened HARAJUKU 3rd Place, a base for related initiatives, at our corporate headquarters in Tokyo. At this new facility, we will focus on pursuing and acquiring cutting-edge digital technologies and promoting practical collaboration, both within the SECOM Group and with outside partners, in a freer, more flexible and increasingly concrete manner.



HARAJUKU 3rd Place

Human resources

We recognize that our people are our most valuable management resource and are essential to building a robust organization and offering high-grade services. In Japan, training for new recruits, emergency response personnel, sales staff, administrative staff and other employees is provided at three training centers. This guarantees that all employees fully understand SECOM's Philosophy and observe a code of conduct befitting security professionals, and equips them with specialized knowledge and technical skills.

Operational and control structure

We have created a proprietary, networked operational and control

structure that facilitates the effective operation of our on-line security systems across the country. This structure focuses on control centers staffed by experienced individuals who make meticulous assessments and issue instructions, dispatching emergency response personnel from one of its approximately 2,600 emergency depots across Japan, thereby ensuring our ability to extend swift, accurate services.

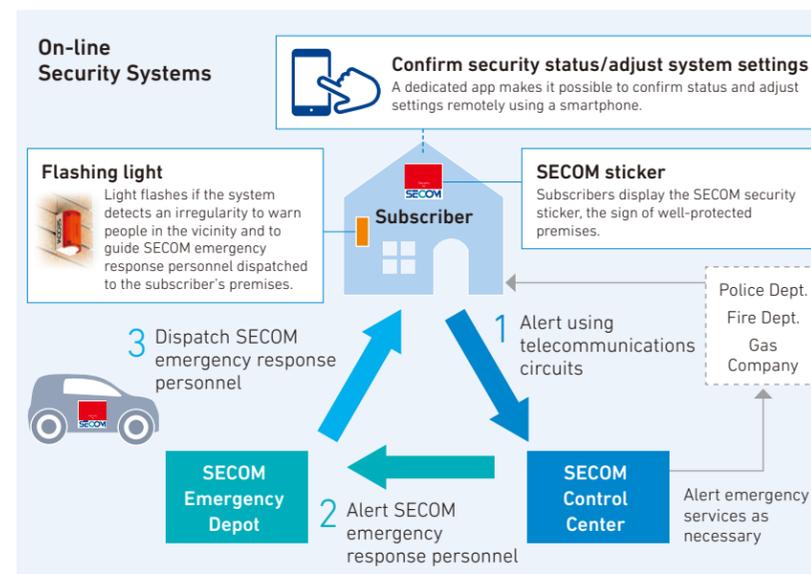
Operating highlights Commercial security services

We provide an extensive lineup of security services, centered on on-line security systems, for commercial subscribers. In recent years, such systems must not only offer monitoring for irregularities, such as intruders and fires, but also respond to growing needs for around-the-clock support for subscribers' business activities. In addition to boosting contract volume, we continue to focus on quality, that is, on responding flexibly and attentively to the concerns of subscribers by extending high-value-added services suited to the scale and circumstances of their facilities.

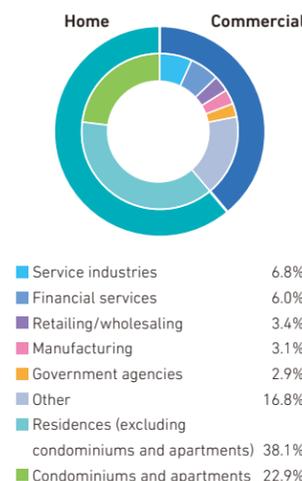
The highly scalable System Security AZ and System Security AZ-Air

System Security AZ is an all-in-one on-line security system for commercial facilities that helps manage risks by preventing crime and fires, as well as improves work efficiency by facilitating the management of employee attendance, among others. This system allows users to confirm security status, and to arm or disarm the system, remotely using a dedicated smartphone app, earning high marks for convenience and ease of operation.

AZ can also be integrated with the SECOM Cloud Video Surveillance service, making it easy for users to



Contracts for On-line Security Systems in Japan (As of March 31, 2023)



record and confirm surveillance camera images in the cloud to confirm conditions on the ground. This highly scalable system can be installed at locations ranging from offices and stores to large-scale buildings and production facilities.

In July 2022, we began offering System Security AZ-Air, a system optimized for small and medium-sized offices, retail facilities and restaurants—where aesthetics are an important consideration—featuring a downsized controller that can be connected wirelessly to a wide range of sensors. AZ-Air allows users to check security status and operate the system using a dedicated smartphone app. Live video from SECOM IP Camera surveillance cameras can also be checked from the controller, a smartphone or a tablet.



System Security AZ-Air

The AZ-Access access control system, which can be used in large-scale facilities

In May 2023, we launched AZ-Access, an access control system tailored to the needs of subscribers with large-scale facilities or multiple locations. Based on the all-in-one System Security AZ and incorporating customers' wishes, AZ-Access brings together our accrued expertise in access control systems. In addition to facilitating the remote control of security for up to 2,000 entry/exit points and 1,600 zones, this system has the capacity to confirm information on, manage authority granted to and confirm usage status for a

maximum of 120,000 users in real time. AZ-Access' ability to centrally manage as many as 1,000 individual locations makes it the ideal choice for organizations with numerous branches or sales offices.

In addition to contactless IC cards, AZ-Access supports biometric authentication using finger vein, facial and iris recognition. Sensors installed at the subscriber's premises can be managed from the on-site disaster prevention center, while subscribers can also take advantage of on-line monitoring and the dispatch of emergency response personnel in the event an irregularity is detected.

AZ-Access can be integrated with facility management systems, including air conditioning, lighting, broadcasting and elevators, and with personnel management systems, bolstering their efficiency.

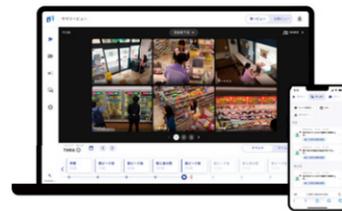


AZ-Access

Release of dot-i web-based management system for retail facilities

We continue working to expand SECOM Business SaaS, an offering that supports subscribers' operations by linking a system in the AZ series with various open cloud services. With the goal of improving operational efficiency and service quality for retail facilities, in July 2023 we released dot-i, a web-based service that uses images captured by an AZ series system's cameras, which was developed in collaboration with an IT firm. This service allows the

safe viewing of images captured on a computer, tablet or smartphone to, for example, check the state of displays or whether the facility has been cleaned, and can also be used as a communication tool to share information, including instructions for facility staff and messages, as well as to enhance efficiency for chain store supervisors and assist in the management of unattended facilities. Linking dot-i with AZ series system cameras and paying a monthly fee reduces initial investment and additional communications costs, and simplifies operation.



dot-i web-based management system

Home security services

SECOM Home Security has expanded beyond essential security functions such as crime and fire prevention, and the sending of alerts when irregularities are detected, to include optional services such as monitoring for gas leaks, medical emergency calls, and monitoring and confirming the safety of individuals. In addition to a compact home controller with an easy-to-use touchscreen LCD, SECOM Home Security NEO can be armed or disarmed remotely from a smartphone and features an automatic notification function that allows subscribers to



SECOM Home Security NEO

receive alerts on their smartphone when someone leaves or enters the home. The system can further be connected with devices on the IoT. Subscriptions to SECOM Home Security NEO have risen steadily since its release in 2017.

High marks for Apple Watch and iPhone app

SECOM Cantabile, an app that enables subscribers to operate their SECOM Home Security remotely from an Apple Watch or an iPhone, has earned solid support since its introduction in February 2022. This app alerts subscribers to either arm or disarm their security system when they are a certain distance away from home simply by tapping the icon. SECOM Cantabile also stores Apple Watch health data, including calories expended, steps taken, sleep time and blood oxygen level to create a "health report" that subscribers can use in everyday health management.

Expansion of monitoring services for seniors and their families

We continue to expand our lineup of monitoring services tailored to various age groups in response to growing needs for safety and peace of mind in Japan's super-aged society. The SECOM Monitoring Service for Seniors, offered as an option to SECOM Home Security subscribers, uses sensors installed in the entryways, windows and interior of seniors' homes. If no movement is detected for a set period of time, an alert is sent to SECOM. Family members living apart can use a dedicated smartphone app to confirm daily rhythms and activity levels (i.e., how many times sensors detect movement), enabling them to keep watch in an unobtrusive manner. If, for example, family members are concerned about a parent's

well-being, they can use the app to request the dispatch of SECOM emergency response personnel for an in-person check.

In April 2023, we began providing a new Apple Watch and iPhone app, YORISOS, as a SECOM Home Security option. If a subscriber senses danger or feels unwell, they can use the app to send an emergency alert and request emergency assistance. YORISOS can also be linked to the Apple Watch's fall detection feature to notify SECOM should a serious fall be detected. In addition, the app uses Apple Watch and iPhone health data to assist with everyday health management, issuing a SECOM Assist Report in the event an issue, such as an irregular heartbeat, a hard fall or a decline in walking stability, arises, encouraging the subscriber to seek prompt medical attention or take other steps.



YORISOS

Introduction of communication services for seniors designed to alleviate loneliness

As the aging of Japan's population leads to an ever-greater number of seniors living alone, needs are increasing for measures to counter risks associated with a decline in opportunities to converse with others in everyday life. In April 2023, we introduced *anone*, a communication and conversation service for seniors that uses BOCCO emo, a communication robot, fostering engagement and helping seniors feel connected. Conversations are transmitted in

recorded and text form to the smartphones of family members. Family members can also send messages to the user.

Looking ahead, we will continue working to help improve the quality of life of Japan's seniors by bringing together our experience, the know-how of partner companies and new technologies to help alleviate feelings of isolation in seniors.

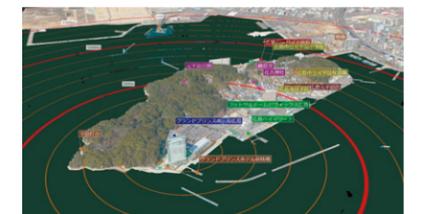


anone communication service

Other security services

Efforts to ensure the safety of the G7 Hiroshima Summit

For three days in May 2023, the leaders of the Group of Seven (G7) gathered in Hiroshima for the G7's annual summit. We extended SECOM Aerostat dirigibles and SECOM 3D Security Planning for use by the local police department. SECOM Aerostat dirigibles were moored over Grand Prince Hotel Hiroshima, the summit venue, as well as the Miyajima area, home to Itsukushima Shrine, a National Treasure of Japan and a World Heritage Site, which was visited by participating global leaders and other officials, with images produced by attached cameras used in security checks at both locations. A cloud-based version of SECOM 3D



3D map of the G7 Hiroshima Summit venue and its environs

Security Planning currently under development by SECOM Group geospatial information services company Pasco was also provided to generate high-precision 3D mapping data for use in the preparation of the event's security plan.

COCO-SECOM: High marks for link with smartphone

Location information system COCO-SECOM is used for a broad range of purposes, including confirming the whereabouts of employees working outside the office and valuables, preventing the theft of vehicles, finding missing children and seniors, and sending emergency alerts.

In response to alerts sent from COCO-SECOM transmitters, or to requests from family members, in the event of an emergency, the COCO-SECOM operations center promptly dispatches emergency response personnel. A dedicated smartphone app makes it possible to notify a 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. Going forward, we will continue to capitalize on know-how accumulated over more than two decades providing COCO-SECOM to deliver safety and peace of mind by helping customers address a variety of challenges, from resolving issues affecting their businesses to monitoring individuals.

Overseas security services Extension of services in 12 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 12 countries and territories, through which we extend diverse services and products, notably on-line security systems with emergency response services, customized to reflect local market needs.

Publicly listed Taiwan Secom, the largest security services company in the Taiwanese market, offers a broad lineup of services and products, ranging from home security to safety management systems for large-scale facilities. The company is working actively to incorporate new

technologies by, among others, introducing security that uses wearable cameras and developing smartphone apps, with the aim of improving services.

Operations in the ROK are spearheaded by S1, which is also publicly listed and the leading company in the local security services market, and include the provision of a wide variety of security services and building solutions, centered on on-line security systems. S1 continues to garner praise from customers for its swift emergency response services, which it extends through a network of approximately 750 emergency depots, underscoring growth in subscriber numbers.

We have created an extensive security services network in the PRC encompassing bases in 24 coastal and inland cities, through which we are working to further expand sales. We have also set up a manufacturing facility in Shanghai that produces security equipment tailored to local market needs.

In Southeast Asia, SECOM Group companies in Thailand, Malaysia, Singapore, Indonesia and Vietnam

focus on on-line security systems, local acceptance of which continues to grow.

We also continue to see increased contract volume in Turkey, where our diverse array of security services includes safety management systems for various customers. In 2021, we opened an R&D facility in the country that is devising systems that make extensive use of IT.

Having set forth a policy of being the leading provider of premium security services tailored to advanced needs in Australia, we extend high-grade services, such as large-scale systems integration, to customers across the spectrum, from prominent financial institutions and large commercial facilities to government agencies. In New Zealand, we extend security services, as well as maintenance and inspection services. Our high-performance surveillance camera systems enjoy particularly solid support from customers ranging from major supermarkets to financial institutions.

Subsidiary Secom plc delivers high-grade 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, and of leading financial institutions and major corporations.

Expansion of operations in growing markets

We recognize that strengthening our operations in promising overseas markets is essential to ensuring sustainable growth. We are working to accelerate the proliferation of services—particularly in Asia, which is home to rapidly growing wealthy and middle classes—by creating services that better reflect local market needs, promoting the active hiring and

training of local staff, and stepping up marketing to raise awareness of the SECOM brand. Through these and other efforts, we continue striving to increase the percentage of consolidated net sales and operating revenue accounted for by overseas security services to more than 10%.

In the United Kingdom, Thailand, Singapore, Malaysia, Indonesia and Vietnam, we have introduced a cloud-based interactive security system that enables operation and the confirmation of images using a smartphone app, which enhances user convenience. We are also working to expand availability to other countries and territories.

At the China Innovation Center, in Shanghai, and the ASEAN Innovation Center, in Bangkok, we are striving to develop systems that respond to market needs by incorporating advanced technologies, and to foster highly skilled engineers. We are advancing the development of a highly convenient security system that employs smartphones, as well as a platform for the digitization of security services that is scheduled for launch in the PRC and in Southeast Asia.

In Thailand, we are analyzing accumulated customer data to formulate optimal proposals, thereby improving the effectiveness of sales activities. This is not only helping boost customer satisfaction, but also contributing to sales in that country. In addition, we have kicked off an advertising and publicity campaign,

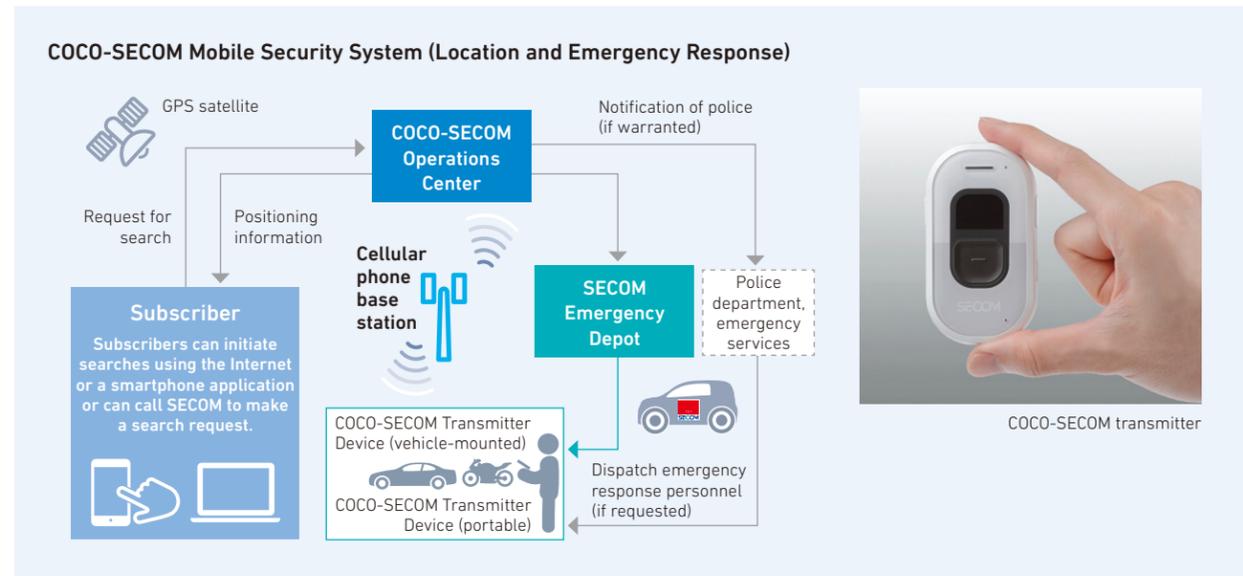
featuring television, web and outdoor advertisements, to bolster recognition of the SECOM brand, an initiative that had led to a steady increase in subscriptions.

In another initiative, we have established a business development project team with the objective of building a foundation for new growth and leveraging synergies by promoting business alliances and M&As over the medium to long term to expedite the expansion of our overseas operations. In May 2023, we made investments by way of a third-party allotment in cloud-based physical security services providers Eagle Eye Networks and Brivo, which extend solutions primarily in North America. These two companies are the U.S. leaders in VSaaS*1 and ACaaS,*2 two growing areas of the security services market. We look forward to leveraging the advanced technologies and unique solutions of both companies to drive the evolution of our services and systems.

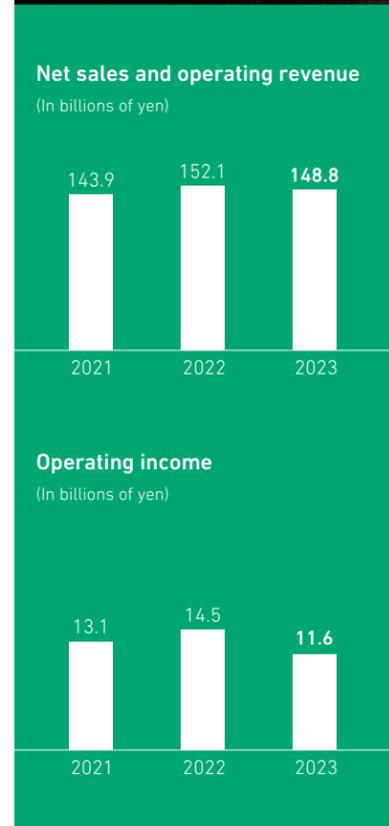
By further popularizing our distinctively SECOM security services in the countries and territories in which we operate, and by capitalizing on opportunities in new geographic and business areas, we will also seek to establish ANSHIN as a universally recognized term synonymous with peace of mind.

*1 VSaaS enables users to access, manage and analyze video surveillance information in the cloud.

*2 ACaaS enables users to control and manage on-premises access control devices in the cloud.



SECOM provides interactive security services in ASEAN member states



Operating highlights

This segment centers on the operations of Nohmi Bosai and Nittan, two leaders in Japan’s fire protection services market, which have established an integrated service configuration encompassing everything from R&D to system planning, manufacturing, installation and maintenance. This enables the companies to provide comprehensive fire protection systems—including automatic fire alarms and fire extinguishing equipment—tailored to customer needs for a wide range of applications, such as office buildings, production facilities, tunnels, cultural properties, ships and homes.

As well as striving to secure orders for new buildings, Nohmi Bosai and Nittan respond to replacement demand in the renovations market by drawing on their wealth of experience and the trust of customers to propose and extend the most appropriate systems for newly renovated facilities.

Relocation and rebuilding of the Mitaka Factory to bolster productivity

Owing to the aging of its existing facility in Mitaka, Tokyo, in operation since the company’s establishment in 1944, and to address a lack of space attributable to rising production volume, Nohmi Bosai relocated to a newly built factory in a neighboring area that commenced operation in June 2022. The new Mitaka Factory boasts a total floor area of around



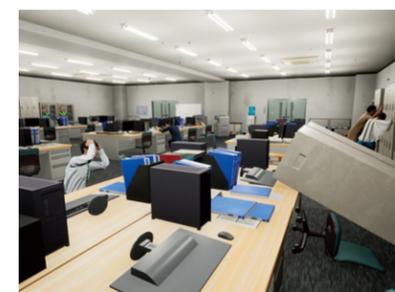
Nohmi Bosai’s new Mitaka Factory

10,000 m², five times the size of its predecessor. The company is taking further steps to improve productivity by introducing production methods suited to individual products, improving work environments and optimizing flow lines.

Addition of two new scenes to Immersive Fire Experience VR: Panic in the Office

With the aim of increasing people’s motivation to hone their fire prevention know-how and skills, and to participate in fire drills, Nohmi Bosai created Immersive Fire Experience VR: Panic in the Office, a virtual reality training program, in collaboration with a game software producer, for rental to customers together with equipment. Incorporated into fire prevention training and in-house events by companies and other organizations, this program uses realistic movement and sound to convey the confusion that can be experienced by people caught up in a fire and ensuring a firm grasp of how hazardous and frightening a fire can be. The program has also earned praise for instilling awareness of the importance of acting without hesitation when a fire occurs or a fire alarm sounds.

In response to requests from users, in July 2022, Nohmi Bosai enhanced Immersive Fire Experience VR: Panic in the Office by adding two new scenes that presume the occurrence of a major earthquake and show correct behavior inside the office during



Immersive Fire Experience VR: Panic in the Office allows people to experience evacuating in the wake of a major earthquake (Nohmi Bosai)

evacuation and outside the office once evacuation is complete. In addition to a two-day rental plan, which can be extended to a maximum of five days, the company introduced a one-month plan and a two- to six-month plan, with the objective of helping bolster awareness of fire prevention among an ever-greater number of people.

Consistently robust sales of B Catch Now

Nittan’s B Catch Now is an indoor location information system that makes it possible to locate people, items and fires in real time using a smartphone. Since its launch in April 2020, applications for the system have expanded. B Catch Now has also been designated as an IT tool the introduction of which qualifies for the IT introduction subsidy 2023 implemented by the Ministry of Economy, Trade and Industry.

The B Catch Now system uses signals from sensor beacons installed inside fire detectors to pinpoint the location of people and items indoors, where Global Positioning System (GPS) and other radio signals cannot reach. On an everyday basis, the system can be used to confirm the presence of, and make contact with, people working in an office, as well as to check whether conference rooms are being used, and collect and analyze data on personnel allocation, workplace flow lines and working times, with the goal of improving how tasks are performed. In the event of a fire, an immediate

notification is sent displaying the positions of fire extinguishers and hydrants, indicating emergency exits and confirming the status of evacuation efforts, and information is provided to the fire department to assist first responders.

B Catch Now has found further application in medical and long-term care facilities, with beacons attached to equipment and fixtures to prevent misplacement, as well as to optimize management and deployment. In production facilities and warehouses, the system can be used to ascertain where employees are in different site buildings, monitor entry into hazardous areas, and manage heavy machinery and other equipment.

Going forward, Nittan will strive to support the efforts of its customers to improve their operations by proposing the deployment of B Catch Now, a recurring revenue-based system, in increasingly diverse situations. In addition, the company will build on the success of this system to date to add linkability to devices on the IoT and to expand the range of services offered.

Assisting with fire protection training in Cambodia and Vietnam with the aim of growing overseas operations

Nittan, which also manufactures and sells fire protection systems in the United Kingdom and Vietnam, accepts requests for assistance with the provision of fire protection training from numerous countries and territories, bolstering awareness

of the importance of fire protection equipment and contributing to the improvement of firefighting systems in multiple markets.

In November 2022, in an initiative sponsored by the Japan International Cooperation Agency (JICA), a team of inspectors from Cambodia’s Ministry of Land Management, Urban Planning and Construction, visited Nittan’s head office showroom. Here they were given the opportunity to try a wide range of actual Nittan products, including SPERA fire alarm control panels, which comply with standards set by UL LLC in the United States, fire detectors, the VS Sprinkler system and B Catch Now. The inspectors rated the experience highly, saying it had greatly deepened their understanding.

In February 2023, as part of a collaborative effort between Japan and Vietnam in the area of firefighting, Nittan Asean Co., Ltd.’s production facility in Vietnam was visited by approximately 30 individuals, including officials from the country’s Fire and Rescue Police Department. Participants in the visit, which was organized with the aim of improving Vietnam’s ability to inspect fire protection equipment, listened intently to explanations of production processes and ideas for enhancing efficiency. Nittan will continue to actively promote efforts to contribute to local communities to encourage the expanded adoption of its high-grade fire protection systems in markets around the world.



Beacon for installation inside a fire detector



Tag beacon



Beacon receiver

B Catch Now indoor location information system smartphone app and sensor beacons (Nittan)

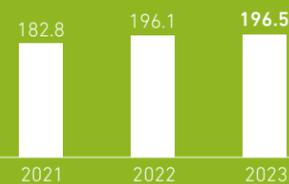


Inspection of fire protection equipment at Nittan Asean’s production facility

Medical Services



Net sales and operating revenue
(In billions of yen)



Operating income
(In billions of yen)



Operating highlights

In the belief that the ultimate expression of our commitment to delivering safety and peace of mind is the provision of services that protect health and life, we have created a medical services business that focuses on customers who feel anxious about their health. This business comprises four categories: medical care, personal care, healthcare and preventative care, and ICT-based medical services. We also continue to make use of ICT to create seamless, integrated community-based healthcare models encompassing support for affiliated medical institutions and the extension of a variety of services, home nursing, pharmaceutical dispensing, personal care, and health and preventative care.

Medical care services

Our medical care services began with the launch of home nursing services and pharmaceutical dispensing services, both of which assist in the provision of home medical care. Home nursing services focus on dispatching visiting nurses from our nationwide network of 34 visiting nurse stations to offer expert medical treatment and nursing care in the patient's home

under the direction of his or her primary physician. Pharmaceutical dispensing services include filling prescriptions at a pharmacy and delivering needed medications and medical supplies—such as infusion pumps, as well as infusion lines and syringes for home parenteral nutrition (HPN), which is administered via a central venous catheter—and medical hygiene products to patients receiving medical treatment at home.

Our support for affiliated medical institutions centers on 21 partner hospitals and clinics in Japan providing high-level acute care, convalescent rehabilitation and long-term care. We also strive to help reduce costs and improve efficiency for affiliated



Sakra World Hospital

medical institutions by selling and renting medical equipment, and through the joint purchasing and management of pharmaceuticals. In addition, we operate Sakra World Hospital in Bengaluru, India, a general hospital with 307 beds. This facility's medical care system, developed based on medical services know-how from Japan, and staff who offer attentive, advanced care, continues to be highly rated, underpinning steady growth. We are currently planning to establish a second hospital in India.

Personal care services

This category includes visiting personal care services and outpatient care services (adult day care), as well as the management of comprehensive home personal care services centers. We also operate residences for seniors, bringing together our expertise in the provision of security, medical care and personal care services.

Health and preventative care services

Maintaining and improving health, and enhancing quality of life, are crucial in protecting against illness and the need for personal care.

We support health management through, among others, the operation of the membership-based SECOM Health Care Club KENKO and the provision of telephone-based health consultation services.

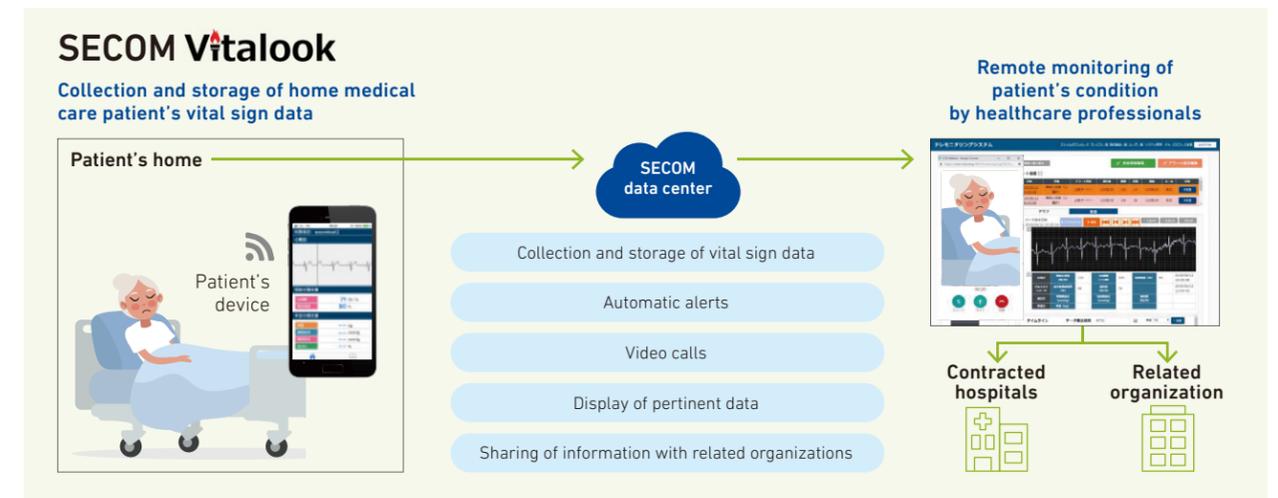
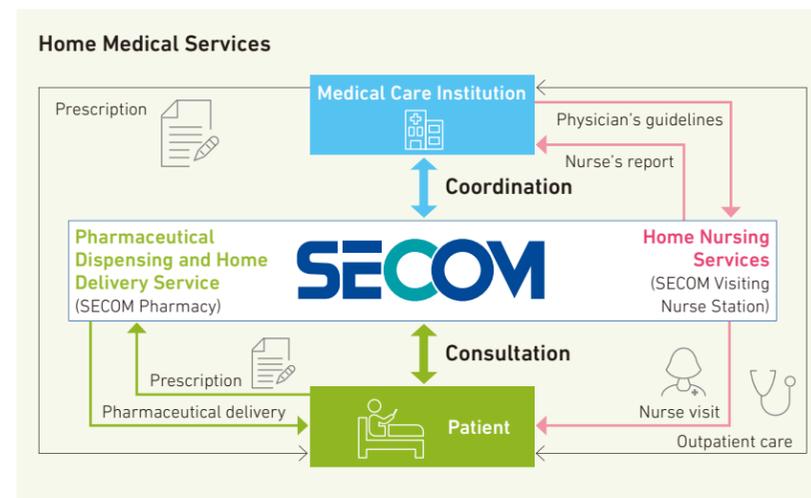
ICT-based medical services

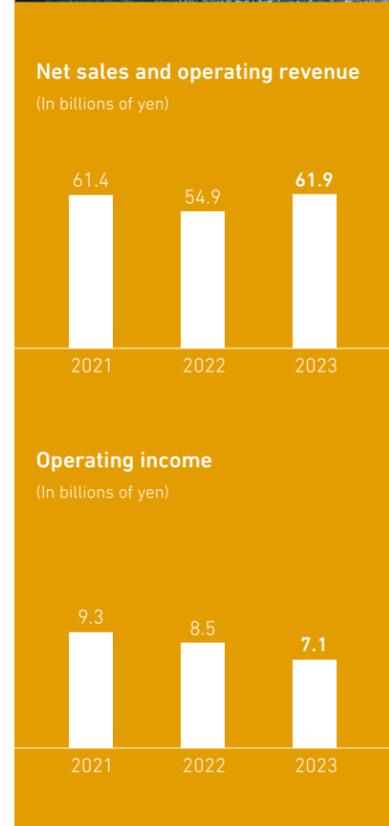
We extend a variety of unique networked services for hospitals and clinics. These include high-grade offerings that make use of our secure information network, such as cloud-based medical reporting services and SECOM LINKus, which allows information entered into electronic medical records to be stored at a SECOM data center and shared among medical professionals. Our Hospi-net remote image diagnosis support service supports the efforts of physicians to diagnose patients by providing topnotch medical imaging reports by highly experienced radiologists with diverse specialties.

Capitalizing on expertise and management resources accumulated in home medical care and in the provision of support for affiliated medical institutions, we also offer the SECOM Vitalook remote medical care support platform. SECOM

Vitalook collects home medical care patients' vital sign data (i.e., pulse, blood pressure, body temperature and electrocardiogram results) and stores it at a SECOM data center, enabling physicians and nursing staff at contracted medical institutions to review such data in real time and issue appropriate instructions remotely. The acceleration of DX is giving rise to new needs in the area of medical care. In response, we are hastening development aimed at facilitating the effective deployment of SECOM Vitalook within hospitals. We are striving to address the medical information needs of medical institutions by extending SECOM SMASH, a hospital management information analysis system.

Looking ahead, we will continue to expand our ICT-based medical services, crucial to safety and peace of mind, with the goal of supporting medical care and personal care in a super-aged society while at the same time exploring the provision of such services in markets around the world.





Operating highlights

Providing both security services, which are preventative by nature, and non-life insurance services, which look after people should misfortune strike, is crucial to our ability to deliver seamless safety and peace of mind. A key feature of our insurance services business is that we leverage the resources of the SECOM Group to offer distinctive insurance products that support the daily lives and commercial endeavors of our customers.

Expanding subscriptions to the MEDCOM cancer treatment policy

MEDCOM is a pioneering indemnity-based cancer treatment policy developed to enable subscribers to pursue the most effective cancer treatment available. In addition to unlimited coverage for all inpatient hospital treatment, including private care, advanced care and care covered by public health insurance, MEDCOM covers outpatient treatment up to ¥10 million per five-year period. This allows subscribers to concentrate on treatment without having to worry about the economic implications thereof, driving the steady expansion of subscriptions.



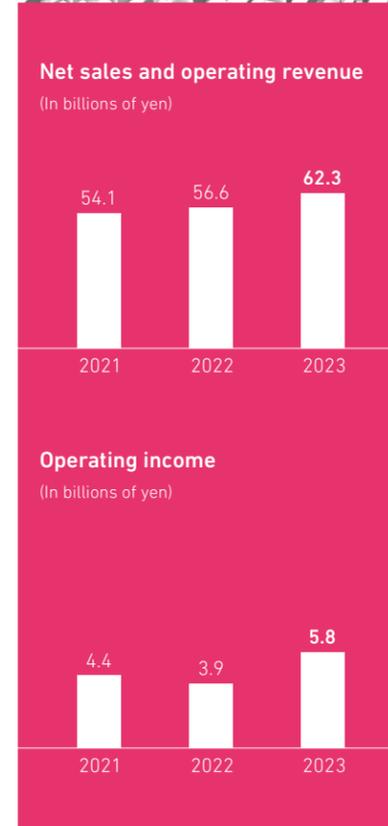
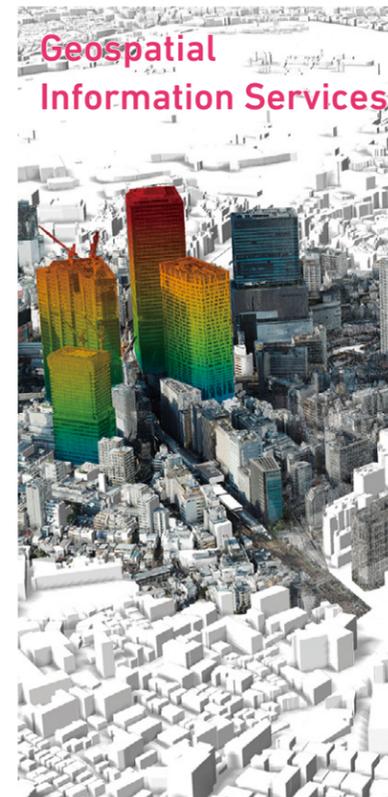
YouTube video introducing MEDCOM
<https://youtu.be/LKelWmxZcXU>

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

SECOM Anshin My Car is an automotive insurance policy that offers around-the-clock access to on-site support from SECOM emergency response personnel if requested. This policy's customer-focused assistance, which also includes emergency response personnel contacting the police and ambulance, confirming the seriousness of the accident and photographing the site, continues to earn high marks from customers.

Fire insurance policies with discounts for subscribers who have installed security systems

Residential fire insurance policy SECOM Anshin My Home features a discount on premiums for subscribers who have installed an on-line home security system in recognition of the fact that such systems reduce the risk of theft and fire. The Security Discount Fire Policy, for commercial premises such as offices and retail facilities, gives premium discounts of up to 30% to subscribers who have installed a commercial on-line security system, reflecting the risk-mitigating benefits of such systems, earning high marks for its reasonable premiums and extensive coverage. Subscriptions for both of these policies continue to be bolstered by efforts to propose fire insurance when introducing on-line security systems to potential home and commercial security services customers. Going forward, we will continue working to further expand subscriptions in line with the increased deployment of on-line security systems.



Operating highlights

Subsidiary Pasco collects geospatial data from sensors mounted on commercial satellites, aircraft, drones, proprietary vehicles and ships, among others, which it integrates, processes and analyzes to provide a variety of geospatial information services that contribute to the resolution of key social imperatives. Pasco's operations are divided into services for public sector entities in Japan, which account for approximately 80% of segment net sales and operating revenue; services for domestic private sector customers; and support services for developing countries overseas.

The importance of DX is growing across all industries in Japan today. Against this backdrop, Pasco's measurement and digital technologies are finding expanded use in numerous related initiatives, including the national government's Vision for a Digital Garden City Nation, and the Ministry of Land, Infrastructure, Transport and Tourism-led Project PLATEAU 3D city model open data endeavor.

Expansion of business aimed at resolving social imperatives through collaboration and the formation of alliances

Pasco collaborated with a leading U.S. company in the area of 3D visualization software to create a Japanese-language version of a program that can handle large volumes of 3D data easily and at high speeds. We will leverage this service to further advance the use of 3D data, as well as to diversify its applications, in multiple industries.

Pasco is also a participant in a real-time hazard map creation working group established as part of the Disaster Prevention Consortium (CORE), a group of companies and organizations from a broad variety of industries. In September 2022, the company developed an AI analytics model that

can immediately grasp flooding caused by torrential rainstorms.

Applying advanced technologies to support DX

As a company that works to help address key social imperatives, Pasco supports DX in diverse industries, in addition to working to accelerate its own internal DX initiatives to improve business efficiency and reform work styles. In November 2022, Pasco's efforts to drive DX, including the formulation of a DX vision, as well as the establishment of related business strategies and an internal framework for promotion, earned it recognition as a DX certified company by Japan's Ministry of Economy, Trade and Industry.

In July 2022, the company set up a new production base in the city of Niigata to improve processing capacity for increasingly precise and high-definition data, as well as to bolster productivity, while in March 2023 it participated in a demonstration test aimed at promoting DX in managing the operation of Shurijo Castle Park in Okinawa and verified the park's extended reality (XR)* exhibit commentary, which uses virtual reality (VR) content and 3D data.

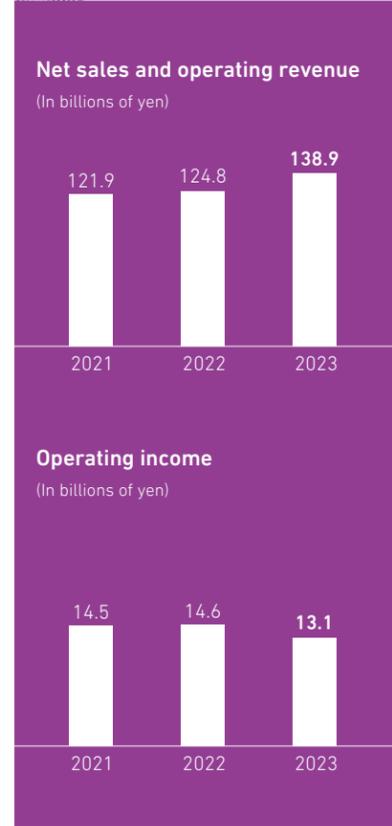
*XR is a catch-all term for technologies that merge the physical and the virtual world to create new experiences.



VR rendering of the rebuilt Shurijo Castle Seiden (main building)



VR cross section showing the structure



Operating highlights

Secom Trust Systems develops and provides ICT services that deliver safety and peace of mind, as well as make life more comfortable and convenient. At Tokyo operates data centers that boast outstanding reliability and connectivity. TMJ extends high-grade contact center, back-office support and other BPO services. Together, these three subsidiaries offer a broad portfolio of services that respond to the diverse needs of customers.

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

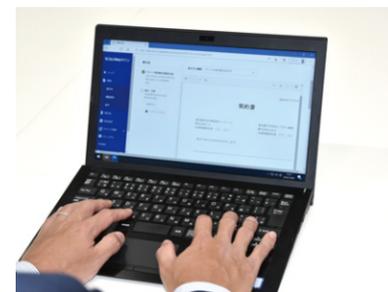
In addition to overseeing the development and operation of SECOM Group IT systems, Secom Trust Systems leverages its superior security and robust Secure Data Center to provide a variety of large-scale disaster preparedness, information security and cloud-based services.

Large-scale disaster preparedness services include assisting customers in the formulation of BCPs to ensure advance preparations, 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, as well as damage to sites, in the event of a major earthquake or other disaster or the failure of infrastructure. As of March 31, 2023, this service was used by approximately 8,800 companies employing around 8.1 million individuals, making it one of the most widely used crisis management services in Japan. In September 2022, Secom Trust Systems launched the SECOM Safety Confirmation Service Smart Edition, which boasts the same

basic functions at a reasonable price, targeting small and medium-sized companies.

Information security services range from advance diagnostics and preventative measures, which protect customers' information from cyber attacks, to services that help customers deal effectively in the event of an incident, ensuring comprehensive around-the-clock support. Secom Trust Systems also extends cloud-based services that contribute to improved operating efficiency and convenience, as well as to reduced costs. These include diverse human resources technology and document digitization services. In October 2022, the company launched SECOM Passport Plus, which offers trust services necessary to digitize documents, eliminate traditionally used official *hanko* seals, and facilitate safe and secure non-face-to-face transactions in a single platform. Among key features of this service are that it complies with international standards for electronic signatures and can be linked with applications from various vendors and authentication service providers.

The same month, the company also began offering SECOM Web Sign, which ensures the safe and hassle-free execution of electronic contracts. With this service, the identities of the contracting parties are confirmed electronically, based on which



SECOM Web Sign

electronic certificates are issued which the parties use to affix their signatures, providing concrete evidence that will hold up in the event of a dispute. Pertinent customer data is stored in the company's Secure Data Center. Secom Trust Systems will continue to support the proliferation of DX by extending services that deliver safety and peace of mind.

Data center services

At Tokyo's highly reliable power sources, earthquake-resistant buildings and superior network infrastructure enable it to ensure uninterrupted data center services around the clock. The competitive advantages of At Tokyo's data centers include connectivity that facilitates access to network services extended by megacloud service companies and telecommunications carriers, as well as to overseas service providers. The company also offers the ATBeX ("At Tokyo Business eXchange") on-premises connection service platform, which supports communication speeds up to 100 Gbps, allowing flexible connections with corporate systems, thereby supporting the expansion of its customers' operations.

Recent years have intensified the needs of companies and local authorities across Japan for closed network connections to the Government Cloud.* The decentralization of data centers has become another key issue from



At Tokyo data center

the perspective of risk avoidance in the event of a major natural disaster. Accordingly, At Tokyo is focusing on increasing its ATBeX access points, which simplify connectivity to cloud service providers, with the aim of making this service platform accessible from anywhere in the country. The company opened access points in Fukuoka in October 2022 and in Hiroshima and Okinawa in April 2023, and plans to open two additional access points in Sapporo, beginning in July 2023.

In 2024, At Tokyo will launch the At Tokyo Chuo Center #3 (CC3), which boasts outstanding accessibility thanks to its location in central Tokyo, as well as the connectivity and flexibility that will make it ideal for use as an urban server farm. At Tokyo will continue to contribute to the expansion of its customers' businesses by ensuring both zero-downtime operations and adaptable, secure network environments.

*The Government Cloud is a cloud-based service environment built and operated by the government of Japan with the aim of realizing the integration, unification and standardization of national and local administrative systems.

BPO services

TMJ provides an extensive selection of high-grade contact center and back-office support services. These services have earned high marks from a broad variety of companies, including financial institutions.



SleekyC² eKYC operations center, established by TMJ

Among fintech companies, which leverage information technology to realize new methods of delivery for financial services, needs have intensified for electronic know your customer (eKYC), which encompasses processes used for digital identity verification, owing in part to COVID-19. In March 2023, TMJ began offering highly secure eKYC services, ranging from introduction and administration, at the newly established SleekyC² eKYC operations center in Sapporo. The new facility boasts an outstanding level of security, made possible by distinctive SECOM Group capabilities, including enhanced entry and exit security that employs facial recognition and login procedures that use fingerprint authentication to prevent leaks of important user information, to ensure one-stop support for everything from the construction and installation of systems through to actual identity verification operations.

With the advance of DX in the business arena, small and medium-sized companies are facing challenges as the use of cloud-based software fails to yield expected improvements in operational efficiency. TMJ is focusing efforts on the development of packaged back-office support services for such companies by capitalizing on its wealth of know-how in the extension of BPO services to major corporations. As a first step, in April 2023 the company began offering a service called Accounting Standards, which organizes accounting into six standardized procedures and allows customers to choose only the ones they require, helping them reduce labor requirements and strengthen compliance. Looking ahead, TMJ also plans to introduce Personnel Standards, a similar service for personnel management.