

KGIs and KPIs for Material Sustainability Issues

The Sustainability Working Group held repeated discussions on their ideal image of SECOM from a long-term perspective and established KGIs for the six material sustainability issues. More in-depth discussions were held with the goal of clarifying what actions will be necessary to achieve these KGIs, which were then narrowed down into KPIs for each individual issue. We regularly evaluate progress toward the achievement of KPIs and disclose our findings while encouraging improvements.

Scope of targets: SECOM CO., LTD. and its consolidated subsidiaries ("Achieve carbon neutrality by 2045"), SECOM CO., LTD. (all other KGIs)






























*1 Crime prevention rate: Indicator SECOM uses to measure progress toward achieving zero intrusions or thefts for subscribers

*2 Response rate: Percentage of calls answered, excluding calls disconnected by the customer within five seconds

*3 Cumulative total from 2021 through 2030

*4 Limited to security equipment developed by SECOM

*5 Electric vehicles: Hybrid vehicles (HVs), plug-in hybrid electric vehicles (PHEVs), battery electric vehicles (BEVs) and fuel-cell vehicles (FCVs)

Material sustainability issues		KGIs	KPIs	Targets and target years	Results in the fiscal year ended March 31, 2023
1	Customer-oriented services   	Aim for zero loss of life or property	Crime prevention rate* ¹ for intrusions and thefts	100% (2030)	Undisclosed
		Aim for zero customer concerns	Response rate* ² to telephone calls from customers	96% (2026)	91.3%
2	Leveraging advanced technologies and partnerships    	Continue to create “Japan-first” services that deliver safety and peace of mind	“Peace of mind” score in surveys of SECOM Home Security subscribers	100% (2030)	96.3%
			News reports on research achievements that contribute to peace of mind for society	30/year (2030)	10
			Development/announcement of new systems and services that are firsts in Japan* ³	Cumulative total: 10 (2030)	1 (Cumulative total: 2)
			Number of verification tests conducted together with other companies, local governments, educational institutions and others* ³	Cumulative total: 100 (10/year) (2030)	4 (Cumulative total: 12)
3	Employee self-realization and diversity     	Realize job satisfaction for employees and create employee-friendly workplaces	Training hours/person	50 hours/year (2030)	28.4 hours
		Achieve active participation for human resources by capitalizing on diversity	Paid leave usage rate	80% (2030)	72.9%
			Female managers as a percentage of total management team	30% (2030)	11.1%
			Gender pay gap	85% (2030)	72.9%
			Percentage of male employees taking childcare leave	50% (2025)	25.2%
4	Fair corporate activities and respect for human rights     	Earn recognition in society as a company that protects human rights	Percentage of employees completing human rights and harassment prevention e-learning programs	100% (Annual)	97.7%
		Create an open organization in which employees can act autonomously	Contributions to lifesaving, fraud prevention and other initiatives (Commendations received from the president or a division head)	Annual	347
5	Decarbonization and a recycling-based society       	Achieve carbon neutrality by 2045	Decrease in greenhouse gas emissions from the fiscal year ended March 31, 2019	45% (2030)	11.1%
			Renewable energy as a percentage of total energy used	100% (2045)	13.4%
			EVs* ⁵ (excluding special vehicles) as a percentage of total business vehicles	100% (2030)	34.8%
			BEVs and FCVs (including motorcycles) as a percentage of total business vehicles	100% (2045)	32
		Realize a circular economy	Virgin plastics derived from fossil resources as a percentage of total materials used in containers and packaging* ⁴	0% (2030)	75.8%
			Plastics derived from fossil resources as a percentage of total materials used in containers and packaging* ⁴	0% (2045)	75.8%
6	Coexistence with local communities     	Earn society’s trust as a company that contributes to the safety of local communities	Participants in child safety workshops (DVD teaching materials)	100,000/year (2027)	22,515
			Annual visits to SECOM’s safety awareness websites	5,000,000 page visits (2027)	2,850,000 page visits
			Partnerships with local enterprises (business collaboration, joint participation, cooperation)	10/year (Annual)	14
			Participants in AED training sessions	40,000/year (2030)	27,030

Note: For information on progress toward the achievement of KPIs, please see the sustainability section of the SECOM website.
<https://www.secom.co.jp/english/sustainability/>