

SPECIAL FEATURE Human Resources: Supporting the Quality of SECOM Services

To reinforce our human resources, which are essential to the quality of SECOM services, we focus on recruiting and fostering human resources with a strong desire to contribute to society and on creating work environments conducive to job satisfaction. Our emergency response personnel (also known as “beat engineers”) and control center staff, who are responsible for ensuring the effective functioning of our on-line security systems around the clock, as well as our static guards and the armored car services personnel, who work continuously to enhance their capabilities while at the same time engaging in friendly rivalry.



01 On the front lines

I sincerely relish the challenges I face and look forward to growing as a beat engineer that others look at and say, “you can count on him!”



Ryota Kikuchi
Senior Beat Engineer

I joined SECOM in 2018. That year brought a major typhoon to Japan that caused a large-scale power outage. All of my colleagues gathered at the branch offices they work at to check on the status of customers and provide on-site support. It was a lot of really hard work, but it was also exactly what I had signed up for—a job that helps support society. I felt very proud to work for SECOM. At the same time, there were many jobs I could not perform on my own because I lacked the necessary expertise. With a heightened awareness of my own inexperience and a renewed resolve to improve my skills, I became more proactive in taking on new challenges, seeing this as a way to grow in this job. When Japan once again faced disaster in 2022 in the form of frequent torrential rainstorms, the number and variety of jobs I could handle by myself had increased significantly. I was so pleased when customers thanked me for helping them. The same year, I achieved Grade 4, the highest certification accorded beat engineers in SECOM’s Grade Education system. (For more information, please see page 26). The more I learn about the job of a beat engineer, the more in-depth the knowledge I gain, the greater the potential I see for professional growth. I will continue to work diligently and without compromise to further polish my skills.

03 On the front lines

I want to leverage the power of studying to drive growth for myself as a professional and for SECOM as a whole.

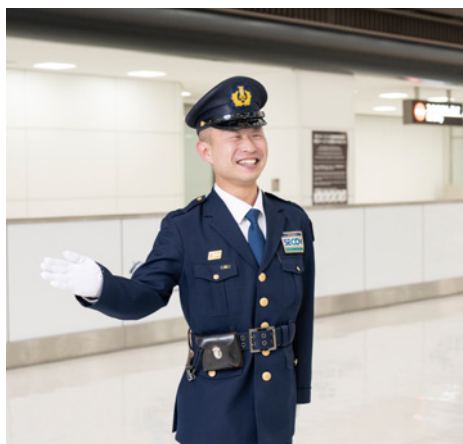


Hayato Shimoda
Armored Car Guard Supervisor

Four years after joining SECOM, I was able to join the armored car services team, which was something I had felt drawn to since my student days. Before that, I was a static guard, so initially the job of transporting cash, securities and other valuables to specified destinations safely, reliably and swiftly, was a bit disorienting. Just when I thought I had become used to the job, a new member joined the team and I was dismayed and embarrassed to discover that I couldn’t give confident answers to his questions. It was at this point that I remembered the words of my previous boss, who had counseled me to make up for my lack of front-line experience by studying. I began by once again thoroughly drumming the content of pertinent operating manuals into my head and applying it to my work. This helped me gain confidence. These manuals really are a treasure trove of information compiled in a systematic manner by my predecessors. In 2023, I was appointed to the position of top support leader (TSL), a title accorded employees who are seen as leaders who will transform SECOM. (For more information, please see page 26). Encouraged by my superiors, who I admire and respect, I decided to take on a number of new challenges, including earning Grade 4 certification in SECOM’s Grade Education system. Many aspects of SECOM depend on the skills of people. I look forward to helping foster junior staff and in so doing helping to further raise the level of the services we provide.

02 On the front lines

My goal is to be someone who can be relied on and who never forgets the importance of focusing on the needs of passengers, airport staff and my colleagues.

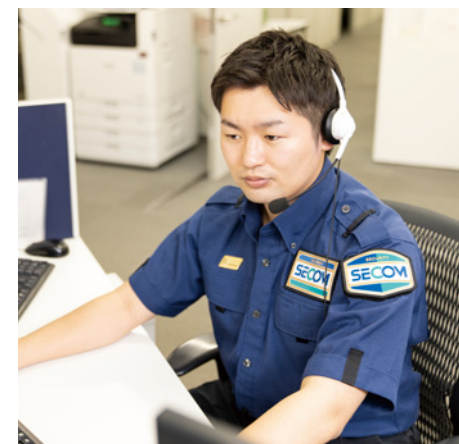


Atsuhito Kamata
Static Guard

As a static guard at an airport, I see myself as a visible representation of the invisible concept of safety and peace of mind. My duties center on patrolling, controlling access to, standing guard at and giving directions to passengers in terminal buildings. When I first started working here, I was confused and overwhelmed by the detailed nature of my responsibilities as described in the manual and by the sheer number of people at the airport at any given time. However, I tried to look objectively at what my job as a member of the static guard team involves and came to the realization that my role is actually to help ensure airport users feel secure. Being assigned to an airport, I work with people from a variety of companies. At the suggestion of someone from another company who I work alongside, I appeared in an airport information brochure talking about how I try to interact with airport users, which helped further bolster my motivation. Looking ahead, I will continue to appreciate and value the fact that my work allows me to interact directly with people. I will also continue to patiently and meticulously explain the duties of airport static guards to newly assigned team members and hope that I am always seen as a reliable colleague and effective team leader.

04 On the front lines

My position enables me to make use of my skills as an EMT to help provide safety and peace of mind.



Tomohiro Nitta
Control Center Staff

Since I was a child, I dreamed of having a job that saves people’s lives. I majored in sports medicine in university and later was nationally certified as an emergency medical technician (EMT). At SECOM, control center staff are the first point of contact when we are alerted of an irregularity. Occasionally, these are emergency medical calls. If the person says they are having chest pains, for example, I can immediately ask what sort of pain they are experiencing and accurately ascertain what the problem likely is and how it should be dealt with. By conveying this information to SECOM emergency response personnel who rush to the scene, or to emergency services personnel if we determine that calling 119 (Japan’s dedicated fire department/emergency services number) is warranted, I can help ensure a smooth process. As Japan’s population ages, opportunities to use the particular skills I bring to this job are increasing steadily. Going forward, I hope to play a role in enhancing the operations of our control centers to encourage more people to take an interest in working as control center staff, as well as to cooperate with my colleagues across SECOM on an even deeper level, thereby creating a virtuous cycle that benefits everyone.

Initiatives to improve the skills of security services staff

Many of SECOM's services that deliver safety and peace of mind are provided by front-line staff. Accordingly, earning the trust of customers is essential. To ensure our ability to provide outstanding services, we have created a system in Japan for fostering human resources who are able to maintain a high level of motivation as safety professionals while further improving their operational and technical skills.



Assessment of external inspection (Systematic Behavior contest)



Participants in TSL training learn about becoming leaders

Grade Education system

The Grade Education system was developed to impart the practical know-how and rigorous operational skills that help security services staff become safety professionals. This system has four grades, with participants striving through their everyday work and group training to acquire the expertise and competence to ultimately earn Grade 4 certification.

Systematic Behavior contests

Building on extensive know-how amassed over many years, we have established Systematic Behavior, a proprietary set of defined procedures that seek to ensure employees can protect their own safety, as well as that of customers. These include procedures ranging from basic actions to techniques for operating equipment, confirming a premises' security and speaking with customers—that both help customers feel secure and deter crime.

Security services staff work to improve their capabilities by performing their everyday tasks in accordance with these defined procedures. Annual Systematic Behavior contests are held to recognize the employee who has achieved the highest level of excellence, which further bolsters employee motivation and contributes to further service improvements.

TSLs

TSLs are leaders who take the initiative to facilitate transformative change in the organization while simultaneously supporting senior management. Our goal in selecting TSLs is to drive improvements in conditions on the front lines and foster a transparent corporate culture.

A TSL is selected from among employees having earned high grades in the Grade Education system in each of four areas, that is, emergency response personnel, static guards, the armored car services team and control center staff. As a part of group training, TSLs learn about their particular roles, as well about ensuring an appropriate mindset, serving in a leadership position, and working together to improve themselves beyond the limits of their particular occupations. TSLs, who are also tasked with promoting initiatives in their particular areas and regions to instill a sense of pride and commitment to achieving perfection in service quality, serve for one year, but continue to support the efforts of junior colleagues even after their term as a TSL ends.

Growing together with customers at Azabudai Hills

Azabudai Hills, a new Tokyo landmark that opened in November 2023, brings together a range of amenities essential to urban life, including offices, residential spaces, shops and restaurants, a hotel and cultural facilities. When we were approached by developer Mori Building Co., Ltd., to participate in a competition to provide security combining static guards and security robots for this state-of-the-art complex, we jumped at the chance, submitting a proposal that drew on our accumulated experience, outstanding track record and extensive know-how. The integrated security configuration we recommended, combining static guards and our cocobo autonomous security robot, was chosen by Mori Building, which gave high marks to our high-grade services, systems for cooperation in the event of an emergency, and attention to ensuring the efficient deployment of security guards through effective coordination among the complex's different areas. Four individuals who played key roles in this project look back on how we went from developing the proposal to securing this major order.



Comments



Toshihiko Ono
Sales

For Mori Building, Azabudai Hills is a huge project that will impact its future. As the salesperson in charge, I prioritized maintaining close contact with Mori Building's various departments and my SECOM colleagues.

The selection of cocobo for such a prominent location as Azabudai Hills was a great confidence booster. We look forward to continuing to propose hybrid security operations that use both static guards and security robots.



Kiyohito Fujii
cocobo deployment

We have a strong track record deploying cocobo at airports, but high-rise buildings present special challenges that required a modified tuning technique, including making it possible for the robot to use elevators. Mori Building was thus instrumental in the further evolution of cocobo. We will leverage know-how gained to further grow and evolve.



Yuji Okamoto
Security configuration design

When I entered the completed Azabudai Hills for the first time, I was once again struck by the honor of SECOM having been chosen to protect such a ground-breaking complex. As part of designing the security configuration we proposed, we explained how cocobo would be of assistance to static guards, making deployment beneficial from both a cost and a productivity perspective.



Takeshi Hiroshige
Static guard services

Given the huge size of Azabudai Hills, SECOM, as director of overall security, would be responsible for supervising static guards from multiple security services companies and managing security for the entire complex, which I recognized as a considerable challenge. I was pleased that we were welcomed by everyone at Mori Building as colleagues that were there to work together toward the realization of this new and modern town.