Security Services

Net sales and operating revenue
(In billions of yen)

	2022	2023	2024
	566.7	600.3	**626.3**

Operating income
(In billions of yen)

	2022	2023	2024
	113.4	109.4	**107.5**

Business summary

For more than a half-century, SECOM has provided security services that respond to the needs of each of its customers for safety and peace of mind. Our mainstay on-line security systems include 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 rush to the subscriber's premises. If necessary, the police and/or fire department are also notified. The initial contract period for our on-line security systems is five years, after which the contract is renewed automatically every year. These are recurring revenue–based services, whereby we maintain security equipment in peak operating condition

and extend it to subscribers on a rental basis, enabling us to deliver seamless peace of mind over the long term.

We are seeing the steady expansion of contracts for our on-line security systems in Japan. At present, contracts for our commercial and residential security systems exceed 2.57 million. We take responsibility for all critical 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. This has allowed us to accumulate extensive experience and know-how, which


SECOM control center

we continue to leverage to hone the three components of our operating foundation, namely, our technological prowess, human resources, and operational and control structure.

Technological prowess

R&D at SECOM comprises the SECOM Intelligent Systems Laboratory, which conducts research into new technological trends and core technologies, and the Technology Development Division, which capitalizes on research achievements and other optimized technologies to develop highly reliable security equipment and systems. As well as 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 and emergency response personnel 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 remarkable pace of technological
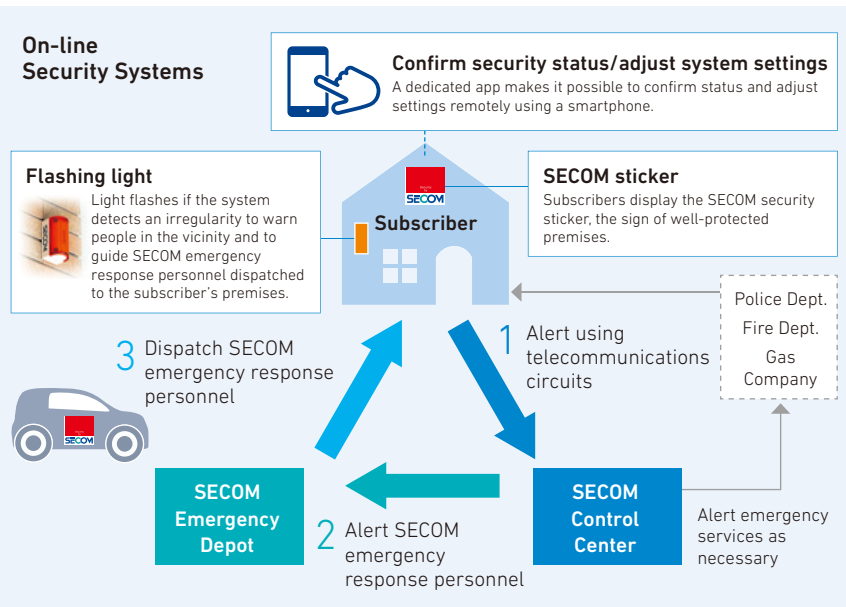
evolution, in addition to in-house development we are actively promoting open innovation with various partners, from major firms to start-ups, to facilitate the deployment of new state-of-the-art technologies.

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

Contracts for On-line Security Systems in Japan
(As of March 31, 2024)

Home   Commercial

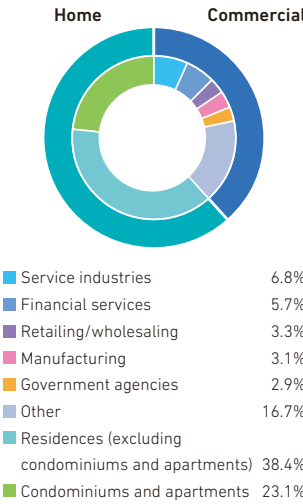|	
■ Service industries	6.8%
■ Financial services	5.7%
■ Retailing/wholesaling	3.3%
■ Manufacturing	3.1%
■ Government agencies	2.9%
■ Other	16.7%
■ Residences (excluding condominiums and apartments)	38.4%
■ Condominiums and apartments	23.1%

services. In Japan, training for new recruits, emergency response personnel, sales staff, administrative staff and other employees is provided at three training centers to reinforce overall responsiveness to customers. This guarantees that all employees fully understand SECOM's Philosophy and observe a code of conduct befitting security professionals, and enabling them to acquire new and polish existing specialized knowledge and technical skills.

Operational and control structure

As well as a network that enables the effective operation of our on-line security systems across Japan, we have created a proprietary operational and control structure. This structure focuses on control centers, staffed by experienced individuals who make meticulous assessments and issue instructions, dispatching emergency response personnel from one of our emergency depots—part of an industry-leading nationwide network of approximately 2,600 such depots—and ensure our ability to extend swift, accurate services.

On-line Security Systems

Confirm security status/adjust system settings
A dedicated app makes it possible to confirm status and adjust settings remotely using a smartphone.

Flashing light
Light flashes if the system detects an irregularity to warn people in the vicinity and to guide SECOM emergency response personnel dispatched to the subscriber's premises.

Subscriber

SECOM sticker
Subscribers display the SECOM security sticker, the sign of well-protected premises.

Police Dept.
Fire Dept.
Gas Company

3 Dispatch SECOM emergency response personnel

1 Alert using telecommunications circuits

SECOM Emergency Depot

2 Alert SECOM emergency response personnel

SECOM Control Center

Alert emergency services as necessary

Operational highlights
Commercial security services

We offer an extensive lineup of security services, centered on on-line security systems, for commercial subscribers. In recent years, such systems must not only provide monitoring for irregularities, such as intruders and fires, but also respond to growing needs for support for subscribers' business endeavors. We are working to broaden our menu of high-value-added services that link our on-line security systems, which underpin our service platform, with various open cloud services, to create a business infrastructure that supports the operations of our subscribers.

Expanding the AZ series

System Security AZ is an all-in-one on-line security system for commercial facilities that helps manage risks by preventing crime and fires and improves work efficiency by facilitating the management of equipment and employee attendance, among others. The system allows users to confirm security status and to arm or disarm the system, remotely using a dedicated smartphone app, one of several features that have earned it high marks for convenience and ease of operation. AZ can also be integrated with the SECOM Cloud Video Surveillance service, which enables users to record and confirm surveillance camera images in the cloud and remotely ascertain conditions on the ground.

System Security AZ

We have also expanded our series of services based on AZ with the aim of making its superior safety and diverse functions available to a greater variety of commercial facilities. System Security AZ-Air features a compact controller that can be connected wirelessly to a wide range of sensors, making it optimal for small and medium-sized offices, as well as for retail facilities, where aesthetics is an important consideration. In addition to entry and exit control for a variety of buildings, including research centers, factories and large-scale commercial facilities, AZ-Access enables the use of various authentication methods and the centralized management of as many as 1,000 locations. The installa-tion of security sensors at a subscrib-er's premises facilitates monitoring from an on-site disaster prevention center, while the system can also be expanded to include on-line monitor-ing and the dispatch of emergency response personnel in the event an irregularity is detected.

In July 2024, we released Interactive Security Service, a new image-based surveillance service that combines AZ and AZ-Air. With this new service, store employees can alert SECOM in the event of an anomalous situation. SECOM then assesses the situation from surveillance camera video and audio feeds, issues instruc-tions to emergency response person-nel, notifies the police and, if warranted, issues a verbal warning via loudspeaker. This helps ensure the safety of employees at stores with on-site staff.

Capitalizing on AZ to support customers' operations

We continue working to expand SECOM Business SaaS, which supports customers' operations by linking a system in the AZ series with various open cloud services. Web-based store management support service dot-i stores images captured by an AZ series system's security cameras in the cloud, allowing subscribers to view them remotely from a computer, smartphone or other device, helping to enhance efficiency of display organiza-tion and cleaning at chain stores and assisting in the management of unattended facilities.

In June 2024, we established SECOM AZ Certified, a standard for the integration of AZ series systems and robots. Concurrently, we began providing an AZ series system that is integrated with cleaning robots manufactured by a major information systems provider. When cleaning is due to start, the robots and the AZ series system synchronize so that the robots can perform their duties without compromising a facility's security level or triggering security sensors to falsely recognize robot movements as irregularities. This can help subscribers cope with a labor shortage or move toward fully automated cleaning.

Shifting from merchandise to cloud-based services

In December 2023, we commenced sales of SECOM Cloud-Based Access Control, a remote access control service, as part of a shift away from merchandise to cloud-based services. This service, which uses a cloud services platform from a major U.S. IT firm, enables administrators to manage individuals' entry and exit privileges, check access history, and lock and unlock doors using a web browser or dedicated smartphone app. There is no need to install a computer in individual facilities or build a network for integrated management, which helps reduce related costs for subscribers operating multiple small-scale attended or unattended facilities, including storage units, shared offices and sports gyms.

The Launch of SECOM VMS

April 2024 brought the launch of SECOM VMS, a video management system (VMS) that uses a platform created by subsidiary Aroba Inc., a provider of software for the integrated management of networked cameras. This system facilitates the centralized management of a significant number of surveillance cameras of different types and makes and is compatible with more than 600 surveillance camera models from 25 manufactur-ers worldwide, making it particularly effective for monitoring at large-scale facilities. SECOM VMS also links with the AI functions of surveillance cameras, facilitating the sending of notifications to the screen of the computer, smartphone or other view-ing device when it detects an event or situation, such as an area intrusion or congestion, as well as with an access control system such as AZ-Access, allowing viewing of recorded entry and exit images. We will continue to extend safe and highly convenient services that benefit the operations of our customers.

Introducing the SECOM AI Behavior Detection System

In June 2024, we began offering the SECOM AI Behavior Detection System, which combines the advanced AI behavior recognition technologies of a partner with our business know-how. This system uses AI to enable detection of designated human actions, such as physical altercations or falls, and notifies the monitoring desk. By simply linking a dedicated server to existing surveillance cameras, images from up to 30 cameras can be analyzed simultaneously, improving

Actions detected by the SECOM AI Behavior Detection System include altercations (left) and falls (right)

security, helping prevent accidents and reducing the burden on supervisors, even at large-scale manufacturing or commercial facilities.

SECOM DRONE XX with AI-based image analytics

Capitalizing on operational expertise accumulated through the provision of the SECOM Drone, used for civilian crime prevention, in October 2023 we completed development of the SECOM Drone XX ("Double X"), a security drone for commercial use that provides significantly improved flight time and speed and is also equipped with AI-based image analytics. This new drone offers patrol surveillance, whereby it flies along a predetermined route to confirm security, and intrusion surveillance, which involves tracking intruders detected by sensors and surveillance cameras installed on-site. AI-based image analytics enable SECOM Drone XX to detect people and vehicles, and to automatically track and photograph those identified by surveillance personnel as being

SECOM Drone XX

suspicious. The drone can secure any area within a radius of approximately 6 kilometers, broader than is possible with SECOM Drone. Enhanced wind resistance and the addition of infrared cameras have substantially better surveillance capabilities, even in inclement weather or at night. As well as security for large-scale facilities, various applications are expected to include inspecting public facilities, confirming safety in the aftermath of disasters and patrolling rivers.

Home security services

SECOM Home Security has expanded beyond essential security functions such as crime and fire prevention, and the sending of alerts when irregulari-ties are detected, to include optional services that improve safety and peace of mind, such as monitoring for gas leaks, medical emergency calls, and monitoring and confirming the safety of individuals. In addition to a compact table-top 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 receive alerts on their smartphone when someone leaves or returns home. The system can further be connected with devices on the IoT. These benefits underscore its steadily expanding popularity.

Expanding monitoring services for seniors

The SECOM Monitoring Service for Seniors, offered as an option to SECOM Home Security subscribers, uses sensors installed in frequently used areas in the home such as bathrooms. If no movement is detected for a set period of time, an alert is sent to SECOM. Adult children living apart can use a dedicated smartphone app to confirm elderly parents' daily rhythms and activity levels. The app can also be used to request the dispatch of SECOM emergency response personnel for an in-person check if there is concern about a parent's well-being.

We also provide the YORiSOS Apple Watch and iPhone app as a SECOM Home Security option. Whether at home or on the go, a subscriber can send an emergency alert and request emergency assistance if they sense danger or feel unwell by pressing a button. YORiSOS also uses Apple Watch and iPhone health data to assist with everyday health management, issuing a SECOM Assist Report in the event of an issue such as an irregular heartbeat or a decline in walking stability, encouraging the subscriber to seek prompt medical attention or take other appropriate steps.
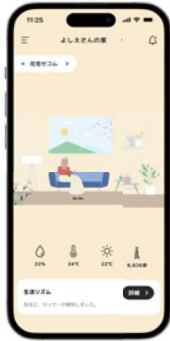

Dedicated smartphone app for SECOM Monitoring Service for Seniors

Services that help alleviate seniors' concerns: *anone* and SECOM Senior Care Phone Service 2

As the aging of Japan's population leads to an ever-greater number of seniors living alone, needs are increas-ing for measures to counter the risk of

cognitive and physical decline associated with reduced opportunities to converse with others in everyday life. With the aim of helping seniors feel more connected, we offer *anone*, a communication and conversation service for seniors that uses BOCCO emo, a communication robot.

SECOM Senior Care Phone Service allows users to send emergency medical alerts to SECOM and sends safety verifications to family members and other designated recipients. As of September 30, 2023, SECOM Senior Care Phone Service has contributed to the resolution of upwards of 6,000 incidents since its release in 2019 as a service that helps alleviate the concerns seniors may feel when leaving the house. A user who feels unwell can summon help simply by pulling on the strap of the service's mobile device, which sends an alert to SECOM, triggering the dispatch of SECOM emergency response personnel or the summoning of emergency services if required. In February 2024, we launched SECOM Senior Care Phone Service 2, an upgraded version of this service that delivers more convenient functions for seniors who may be unaccustomed to operating mobile communications devices. Looking ahead, we will continue to develop and commercialize services that help address the concerns of seniors.
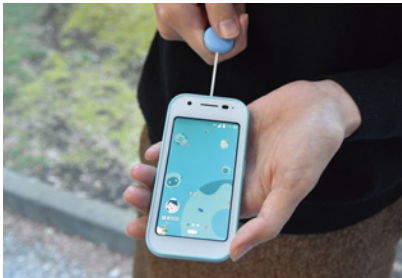
SECOM Senior Care Phone Service 2

SECOM *Anshin* Glass SG

SECOM *Anshin* Glass SG: Enhancing security for the home

With the need for safety and peace of mind on the rise due to the increasing incidence of residential burglaries, we leveraged our expertise and experience in reinforcing windows to protect against crimes and disasters to a new safety glass, SECOM *Anshin* Glass SG, in May 2024 in collaboration with a leading glass manufacturer. SECOM *Anshin* Glass SG is laminated with a stiff, thick SentryGlas® (SG) interlayer between two sheets of glass, creating a product that is highly resistant to blasts and impacts. Additionally, when used in combination with SECOM Home Security, installed sensors instantly detect attempts at vandalism, triggering the dispatch of SECOM emergency response personnel as necessary, ensuring a prompt response before a crime progresses. Going forward, we will continue striving to help realize a society where anyone and everyone enjoys peace of mind.

Other security services
Expanding our lineup of fully automatic AEDs

We released our first automated external defibrillator (AED), a life-saving portable device used in cases of cardiac arrhythmia, in 2004. As of March 31, 2024, SECOM AEDs had contributed to the saving of more than 3,600 lives. In recent years, we have seen an increase in demand for fully automatic AEDs, which analyze heart rhythm and automatically deliver an electric shock if needed, rather than

requiring the rescuer to push the shock button. In October 2023, we launched AED CR2-Auto, our third fully automatic AED model. We will continue working to expand our lineup of AEDs with the aim of broadening installation and ensuring these lifesaving devices are available to anyone and everyone whenever they are needed.

Overseas security services
Extension of services in 13 countries and territories

Our overseas debut was 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 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. Taiwan Secom is also actively introducing cloud, AI, IoT and other advanced technologies to further enhance service quality.

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

Security guards (Indonesia)

from customers for its swift emergency response services, which it provides through a network of approximately 760 emergency depots, underscoring growth in subscriber numbers.
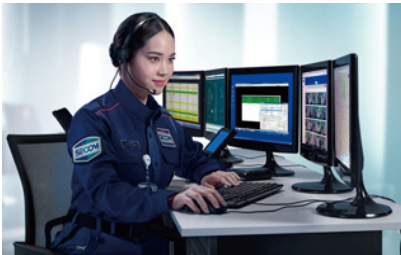
In the PRC, we have created an extensive security services network encompassing bases from coastal to inland cities, through which we are working to further expand sales.

In Southeast Asia, SECOM Group companies in Thailand, Malaysia, Singapore, Indonesia and Vietnam strive to boost sales and promote local acceptance of on-line security systems.

We have steadily expanded our presence in Turkey since commencing operations in the country in 2019. Today, we extend security services, including safety management systems, to a diverse array of customers.

Having set forth a policy of being the leading provider of premium security services tailored to advanced needs in Australia, we offer high-grade services, including large-scale systems integration, to customers ranging from private-sector companies, including prominent financial institutions and large commercial facilities, to government agencies. We also extend security services, as well as maintenance and inspection services, in New Zealand, where our high-performance surveillance camera systems enjoy particularly solid support from customers across the spectrum, 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. In July 2024, the company also entered the Irish market.

Expanding operations in growing markets

With the aim of ensuring sustainable growth going forward, we are broadening our operations in promising overseas markets. We are currently working to increase the percentage of consolidated net sales and operating revenue accounted for by overseas security services to more than 10%. Particularly in Asia, which is home to rapidly growing wealth and middle classes, our focus is on creating services that better reflect local market needs, improving service quality by actively promoting the hiring and training of local staff, and stepping up marketing to raise awareness of the SECOM brand.

At our innovation centers in Shanghai and Bangkok, we are incorporating advanced technologies to develop systems that respond to market needs, as well as to foster highly skilled engineers. A key recent achievement is the development of a highly convenient security system that employs smartphones. In the PRC, we also developed a platform for the digitization of security services and expanded our service menu.

We are also expanding the provision of highly convenient cloud-based interactive security systems, currently available in the

SECOM Smart Security Care monitoring service for senior citizens (Thailand)

United Kingdom, Thailand, Singapore, Malaysia, Indonesia and Vietnam, which enable system operation and the confirmation of images using a smartphone app, heightening user convenience. In addition, we are looking to offer these services in other countries and territories. In Thailand, we are conducting an advertising and publicity campaign featuring a well-known local actor to bolster awareness of the SECOM brand, in addition to analyzing accumulated customer data to formulate optimal proposals, thereby improving the effectiveness of sales efforts and enhancing customer satisfaction. In March 2024, we released SECOM Smart Security Care, a monitoring service for senior citizens, in response to declining birth rates and the aging of the population, a key social imperative in Thailand.

In another initiative, we are actively promoting business alliances and M&As to expedite the expansion of our overseas operations by building new foundations for growth and realizing synergies over the medium to long term. We recently invested in Eagle Eye Networks and Brivo, leaders in, respectively, video surveillance as a service (VSaaS)[1] and access control as a service (ACaaS),[2] in the United States, and are working to leverage the advanced technologies and unique solutions of both companies, primarily in overseas markets.

By further popularizing our distinctively SECOM security services in the countries and territories in which we operate, and by expanding into 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.
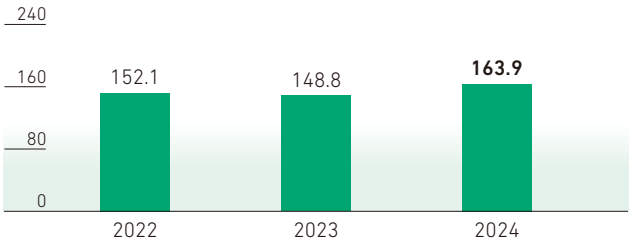[2] ACaaS enables users to control and manage on-premises access control devices in the cloud.
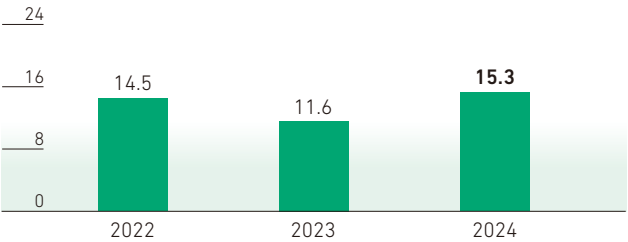
Fire Protection Services

Net sales and operating revenue
(In billions of yen)

	2022	2023	2024
	152.1	148.8	**163.9**

Operating income
(In billions of yen)

	2022	2023	2024
	14.5	11.6	**15.3**

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 them to respond to needs for fire protection systems for diverse applications, such as office buildings, production facilities, tunnels, cultural properties, ships and homes, and to build an extensive track record and earn the trust of a wide range of customers. In addition to striving to secure orders for new buildings, Nohmi Bosai and Nittan respond to demand in the renovations market, delivering safety and peace of mind by proposing and extending the most appropriate proposals for newly renovated facilities.

Development of new P-type automatic fire alarm system with enhanced visibility

Nohmi Bosai is leveraging its outstanding technical capabilities and integrated service configuration to upgrade its automatic fire alarm, taking into consideration the customer's perspective and the ease of installation. In April 2024, the company released a new model of its P-type automatic fire alarm system, its core offering for use in a wide range of buildings and other facilities. This new system is equipped with a graphic liquid crystal display (LCD)—an industry first—that clearly displays

P-type automatic fire alarm system (Nohmi Bosai)

crucial information in the event of a fire. The system can also be adjusted to facilitate its use in fire drills. This is also the first P-type system to feature the Advanced P IV System control panel, which makes it possible to view changes in the concentration of smoke detected and temperature and grime accumulations in the detector in graph form. Nohmi Bosai has also made it easier to replace the unit needs when necessary. Looking ahead, the company will continue working to lock in demand from customers in the renovations market by drawing on its wealth of experience addressing the fire prevention needs of customers with new facilities, as well as on the trust of customers it has nurtured over its long history.

A newly developed environment-friendly foam fire extinguishing agent

Nohmi Bosai offers an extensive lineup of water, foam and gas fire extinguishing systems. Conventional foam fire extinguishing systems are manufactured with perfluoroalkyl and polyfluoroalkyl substances (PFASs),

Foam fire extinguishing agent developed by Nohmi Bosai (left) and conventional commercial product (right)

organofluorine compounds that ensure a sufficient fire extinguishing performance even in severe fire environments. In December 2023, the company succeeded in developing an innovative foam fire extinguishing agent that does not use PFASs. The company is confident that reducing its use of PFASs, which are resistant to decomposition through natural processes, prompting concern regarding adverse impacts on human health, will contribute to the elimination of these compounds, a key social imperative. Going forward, Nohmi Bosai will continue to hone its competitive edge by bolstering its development capabilities, a major advantage, and providing fire protection solutions that help resolve issues facing society.

Note: This new foam fire extinguishing agent, manufactured without the use of PFASs, was developed for use with Nohmi Bosai's Inside Air Hi-Ex System Perf-Ex high-foaming fire extinguishing system.

B Catch Now indoor location information system

Nittan is promoting the expansion of its subscription-based services business, which makes effective use of the resources it has built up in the area of fire prevention. B Catch Now, an indoor location information system and its principal product in this business, uses signals from sensor beacons installed inside fire detectors to pinpoint the location of people and items indoors, using a computer or a smartphone. Principal applications for this system include the provision of initial response support in the event of a fire, which includes displaying the positions of fire extinguishers, hydrants and emergency exits, confirming the status of evacuation efforts and providing information to the fire department to assist first responders in rescuing people who could not escape.
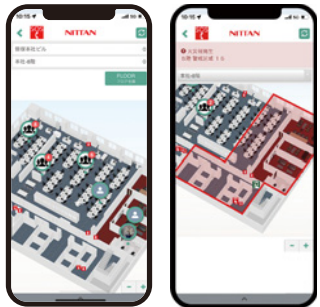
On an everyday basis, the system can be used to optimize work environments by confirming the whereabouts of employees and whether conference rooms are in use, as well as to collect and analyze data on personnel allocation, workplace flow lines and hours present. B Catch Now beacons can also be attached to equipment and fixtures to clarify their location within a facility, making management and deployment easier and more efficient. A dedicated app makes it possible to use B Catch Now as a communications tool that can be linked with a telephone, email or Microsoft Teams. Nittan is also adding new features. These include the "welcome back notification" feature, which informs pertinent parties by email when someone previously out of the office

Dedicated app for the B Catch Now indoor location information system (Nittan)

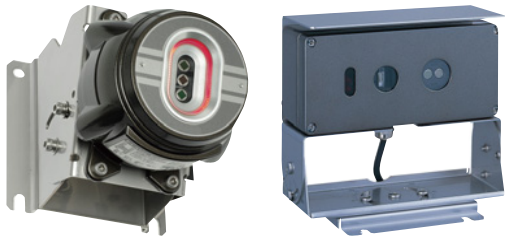or otherwise away from their desk returns.

Fire prevention systems for the protection of national treasures and cultural properties

The major fire that destroyed Shuri Castle in Okinawa in October 2019 heightened awareness of increasing needs to strengthen fire prevention measures for cultural properties. Protecting cultural properties from fires demands special equipment, including fire detectors that enable remote monitoring, offering protection without being aesthetically disruptive. Tremendous care must also be taken not to cause damage to cultural property structures or to any valuable items they house.

Nittan has taken responsibility for all aspects of the automatic fire alarm systems for several national treasures and cultural properties in Shikoku, from design through to installation, working with a team of professionals from various fields, including staff from its headquarters and production facilities, subcontractors and sales offices. Nittan has earned praise from customers for proposing systems that exceed the new guidelines for the protection of cultural properties published by Japan's Agency for Cultural Affairs by bringing together expertise in various areas. The company will continue working to provide and promote awareness of high-grade fire protection systems tailored to the needs of cultural properties.
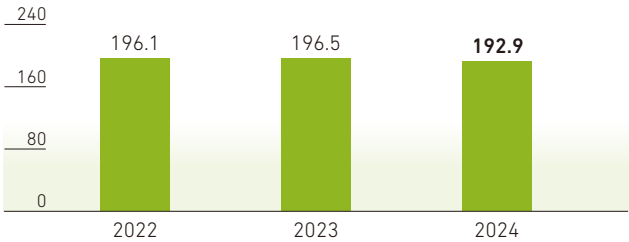

Fire detectors for special environments, including production facilities, areas where hazardous materials are handled and important cultural properties (Nittan)
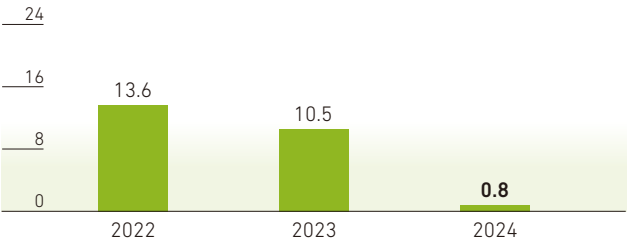
Medical Services

Net sales and operating revenue
(In billions of yen)

Year	Value
2022	196.1
2023	196.5
2024	192.9

Operating income
(In billions of yen)

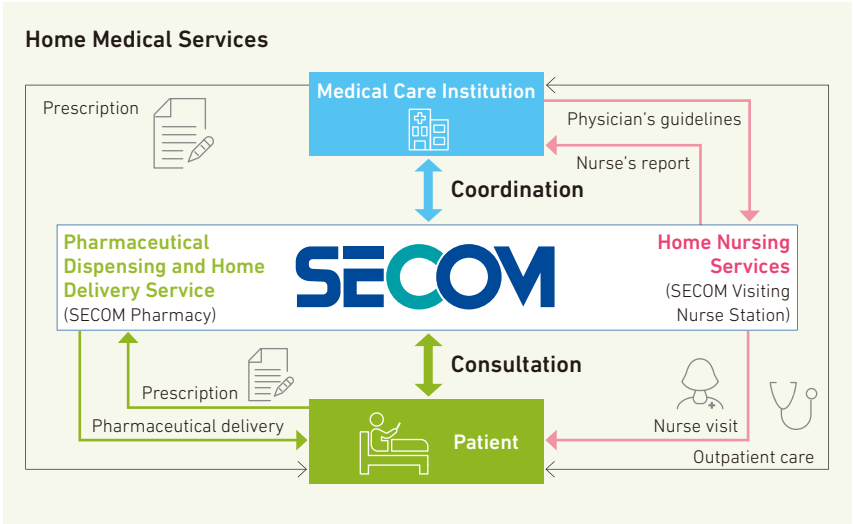| Year	Value
2022	13.6
2023	10.5
2024	0.8

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, in 1991 we began offering medical services to assist home medical care. Today, we have a broad menu of services tailored to the needs of individuals who are anxious about their health with a focus on four categories: medical care, personal care, healthcare and preventative care, and ICT-based medical services. We are also leveraging ICT to help create comprehensive community-based healthcare models extending a variety of services.

Medical care services

In addition to home medical care, we provide operational support for hospitals and clinics. Our medical care services business also encompasses the operation of hospitals overseas that capitalize on know-how cultivated in Japan to offer high-grade medical care.

SECOM home nursing services focus on the dispatch of visiting nurses to the patient's home from a nationwide network of 33 visiting nurse stations to extend expert medical treatment and nursing care under the direction of his or her physician. Our pharmaceuticals dispensing services involve filling prescriptions at a pharmacy and delivering needed medications, as well as providing medical supplies, including infusion lines and syringes for home parenteral nutrition (HPN) administered via central venous catheter, medical hygiene products and patient compliance instruction, to individuals receiving medical care at home.

We support the operations of 21 affiliated medical institutions offering diverse services that include high-level acute care, rehabilitation and convalescent care, and long-term care by extending services that contribute to reduced costs and greater efficiency. These include sales and rentals of medical equipment and joint purchasing of pharmaceuticals. We are also making use of our accumulated expertise in home medical care to provide support for the opening and operation of community clinics.

In emerging economies, demand for an improved medical care system and higher-level services continues to grow. In India, we opened Sakra World Hospital in Bengaluru in 2014. This institution, which strives to provide patient-first, meticulous medical services and to bolster the overall quality of medical care available to patients as a 320-bed "Japanese-style" general hospital, continues to see stable growth. A second hospital with approximately 450 beds, also in Bengaluru, is scheduled to open in 2027. The new facility will emphasize the provision of advanced medical care, including comprehensive cancer treatment and regenerative medicine.

Personal care services

This category includes visiting personal care services and outpatient

Artist's impression of the completed second hospital in Bengaluru

care services (adult day care), from 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

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. These services are designed to assist customers' efforts to maintain and improve their health, thereby protecting themselves against illness and the need for medical or personal care.
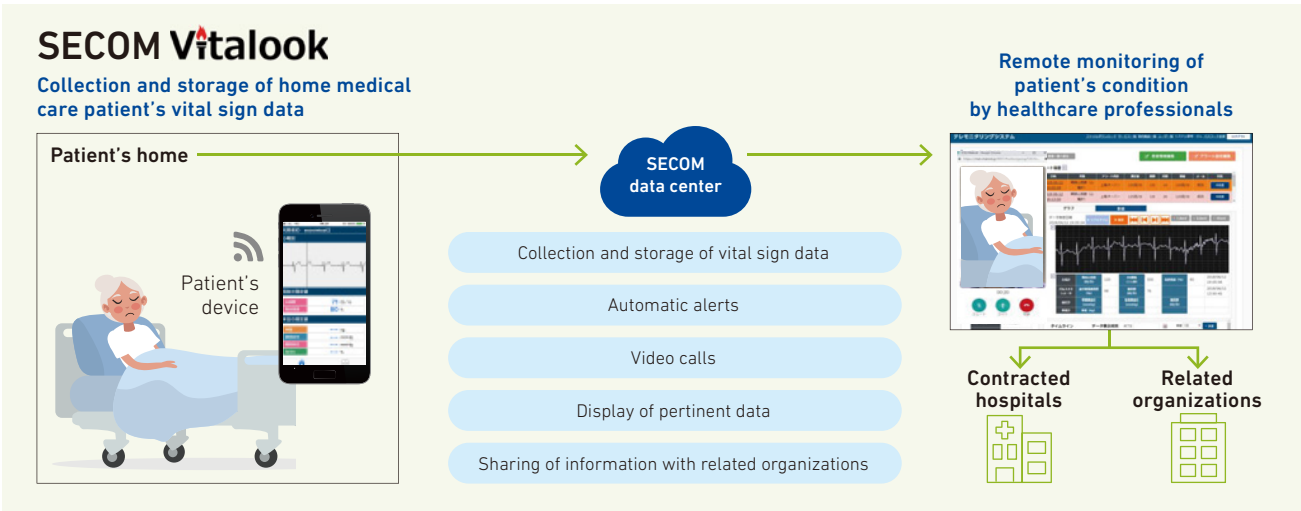
ICT-based medical services

We are developing a range of unique ICT-based medical services for hospitals and clinics by leveraging our outstanding information network technologies, medical care services for hospitals and clinics and expertise cultivated through the provision of operational support for hospitals and home medical care services.

SECOM LINKus is a cloud-based electronic medical records system that allows information entered into electronic medical records to be stored at a SECOM data center and shared among medical professionals. Hospi-net, a 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. To address the medical information needs of medical institutions, we offer SECOM SMASH, a hospital management information analysis system, which helps elucidate the management status of hospitals.
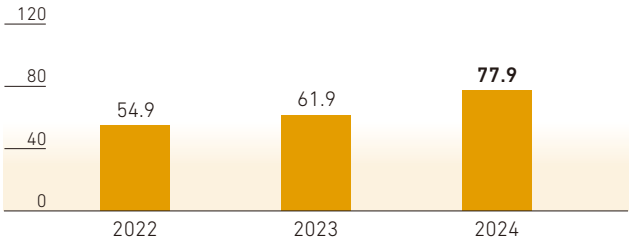
The SECOM Vitalook remote medical care support platform collects home medical care patients' vital sign data (i.e., pulse, blood pressure, body temperature and electrocardiogram results) and stores it at a SECOM data center, enabling physicians and nursing staff at contracted medical institutions to review such data in real time and issue appropriate instructions remotely. From December 2023 through March 2024, we took part in a demonstration experiment for a medical mobility as a service (MaaS) solution that combines a mobile clinic and online diagnostic services using SECOM Vitalook to respond to the need to maintain and/or strengthen the provision of medical services in areas experiencing rapid depopulation and an aging citizenry.

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.
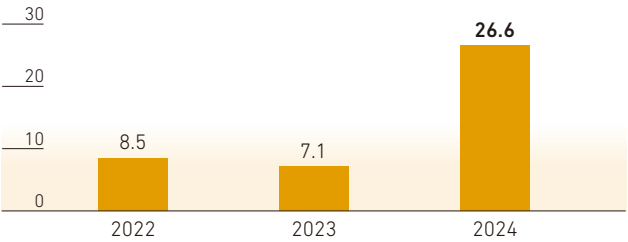
Home Medical Services

SECOM Vitalook

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

Remote monitoring of patient's condition by healthcare professionals

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

Contracted hospitals / Related organizations

Insurance Services

Net sales and operating revenue
(In billions of yen)

	2022	2023	2024
	54.9	61.9	**77.9**

Operating income
(In billions of yen)

	2022	2023	2024
	8.5	7.1	**26.6**

Operating highlights

We believe that our ability to deliver safety and peace of mind depends on providing both security services, which are preventative by nature, and non-life insurance services, which look after people when misfortune strikes. Accordingly, we are leveraging the resources of the SECOM Group to build a distinctive insurance services business that includes unique products such as fire insurance policies that offer a discount on premiums to subscribers who have installed an on-line security system.

MEDCOM cancer treatment policy

MEDCOM is a pioneering indemnity-based unrestricted cancer treatment policy developed from the subscriber's perspective. 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.


Manga introducing the features of unrestricted cancer treatment MEDCOM
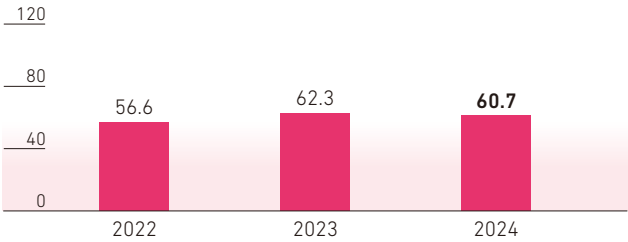
SECOM *Anshin* My Car

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

Fire insurance policies featuring premium discounts for subscribers with security systems
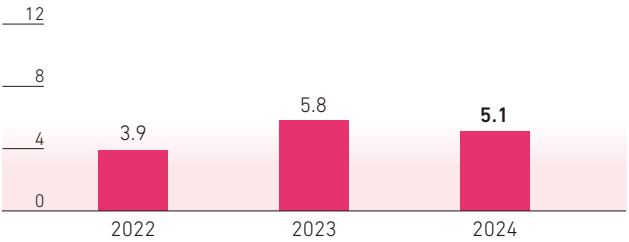
We strive to ensure safety and peace of mind for both commercial premises and homes by providing fire insurance as well as security services. Residential fire insurance policy SECOM *Anshin* My Home features a discount on premiums for subscribers who have installed an on-line home security system, recognizing 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 thereof, earning praise for its reasonable premiums and extensive coverage. We also offer fire insurance to services customers planning to install an on-line security system and will continue to capitalize on business opportunities presented by the increased deployment of security systems and expanding sales of insurance policies.
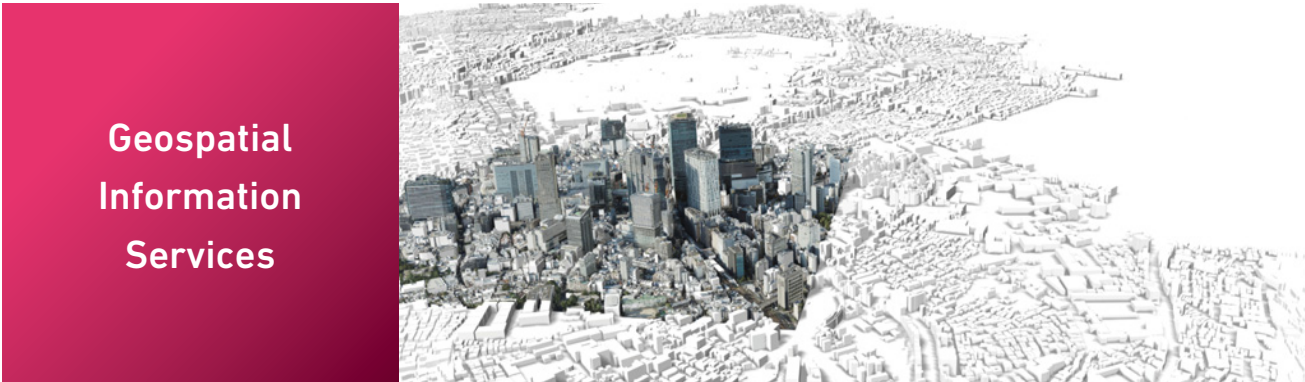
Geospatial Information Services

Net sales and operating revenue
(In billions of yen)

	2022	2023	2024
	56.6	62.3	**60.7**

Operating income
(In billions of yen)

	2022	2023	2024
	3.9	5.8	**5.1**

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 help address key social imperatives.

Pasco's superior measurement digital technologies are finding expanded applications. In the area of services for public sector entities in Japan, which account for approximately 90% of its net sales and operating revenue, this includes deployment in the Japanese government's Vision for a Digital Garden City Nation initiative, which is advancing the development and use of digital infrastructure, and the Ministry of Land, Infrastructure, Transport and Tourism's 3D urban model creation project, Project PLATEAU. For domestic private-sector customers, Pasco provides services that underpin enhanced productivity and decision making. Pasco also extends support services for developing countries.

Evolving services for domestic customers

Pasco has positioned the three years beginning in the fiscal year ended March 31, 2024, as a phase of foundation rebuilding and is aiming to reinforce its management foundation to ensure its own sustainability, as well as to evolve and grow its businesses to contribute to the realization of a sustainable global environment and the creation of social infrastructure.

In the period under review, the company began providing TerraVerse, a platform for distributing 3D geospatial data that can be deployed as a component of DX in the area of infrastructure development. The company also conducted field tests for systems using satellite images and AI technologies, and provided information services centered on change detection in forested areas. Going forward, the company will continue working to inaugurate new businesses, including taking part in demonstration projects harnessing the metaverse and related 3D technologies.

Expanding services for ASEAN member countries

Overseas, Pasco is collaborating with other organizations to expand its presence in Association of Southeast Asian Nations (ASEAN) member countries. In August 2023, Pasco signed a memorandum of understanding with Thailand's Geo-Informatics and Space Technology Development Agency (GISTDA) to cooperate in the creation of a geospatial information services business with the aim of advancing the level of geospatial information in that country. In addition, in April 2024 the company began offering N–Deals™, a cloud-based area marketing tool, to support the efforts of companies to expand their business in ASEAN member countries.
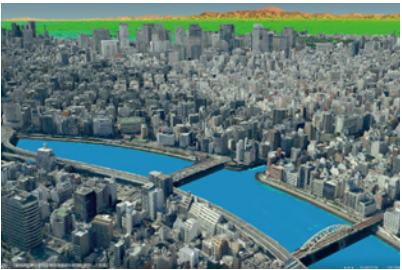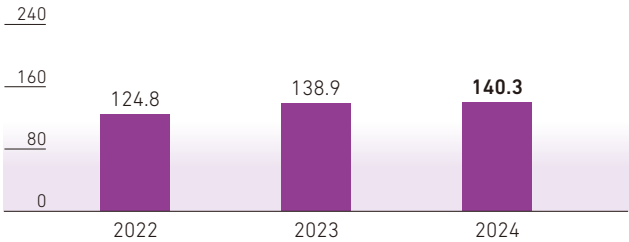

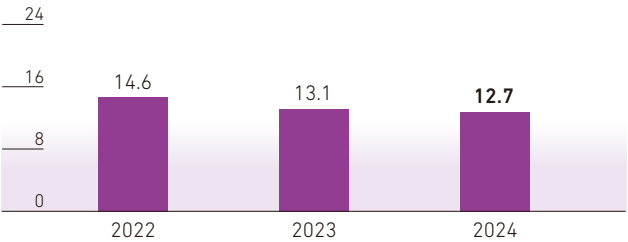TerraVerse 3D geospatial information data distribution platform

BPO and ICT Services

Net sales and operating revenue
(In billions of yen)

	2022	2023	2024
	124.8	138.9	**140.3**

Operating income
(In billions of yen)

	2022	2023	2024
	14.6	13.1	**12.7**

Operating highlights

Secom Trust Systems is responsible for developing and operating IT systems for SECOM Group and other companies, and for providing ICT services such as large-scale disaster preparedness services, information security services and cloud-based services. At Tokyo operates some of Japan's largest data centers, which boast outstanding reliability and connectivity, enabling it to provide data center services around the clock. TMJ extends high-grade contact center, back-office support and a wide range of other BPO services.

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

Secom Trust Systems provides services that assist 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 large-scale 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, 2024, this service was used by approximately 8,950 companies employing around 8.3 million individuals, making it one of the most widely used crisis management services in Japan. This and other disaster preparedness services were registered in September 2023 as Information System Security Management and Assessment Program (ISMAP) cloud-based services.* With the aim of further expanding sales, Secom Trust Systems has also added the SECOM Safety Confirmation Service Smart Edition, which boasts the same basic functions at a reasonable price and targets small and medium-sized companies.

Information security services provide comprehensive assistance to customers in protecting their information from cyberattacks. These range from advance diagnostics and countermeasures to monitoring and assistance with responses in event an incident occurs, ensuring comprehensive around-the-clock support. Secom Trust Systems also acts as a certification authority, responsible for the management of cryptographic keys, to guarantee the safe and secure transmission of information using devices on the IoT.

Secom Trust Systems also extends human resources technology—i.e., personnel, salary and labor management—and other cloud-based services that contribute to improved operating efficiency and to the reduction of costs. In April 2023,

SECOM Safety Confirmation Service

SECOM Year-End Tax Adjustment Service, currently provided to more than 800,000 customers, was linked to the core software of a major systems integration firm, enhancing convenience for customers. Going forward, the company will continue to support the proliferation of DX by extending services that deliver safety and peace of mind.

Secom Trust Systems leverages its robust Secure Data Center, which enables the safe storage of customer data, to provide a variety of ICT services. The Secure Data Center also serves as the operational platform for SECOM's security, certification authority and other services. In October 2025, the company plans to open a new data center facility boasting distinctively Secom superb security and an excellent environmental performance.

* ISMAP is a program for selecting cloud-based security services suitable for use in government agencies' information systems.

Data center services

At Tokyo operates data centers that boast no-downtime services and connectivity that facilitates access to network services extended by megacloud service companies and telecommunications carriers, as well as to overseas service providers. With the growing shift toward cloud-based corporate systems, the expanding use of remote working styles and increasing content capacity requirements, demand for data center services is expanding.

In July 2024, At Tokyo began providing services from the At Tokyo Chuo Center #3 (CC3), located in the Shibaura–Shinagawa area in central Tokyo, which serves as a network connection hub for corporate customers. CC3 operates with virtually 100% renewable energy,[1] enabling it to respond to both the emergence of AI and demand from large-scale users.
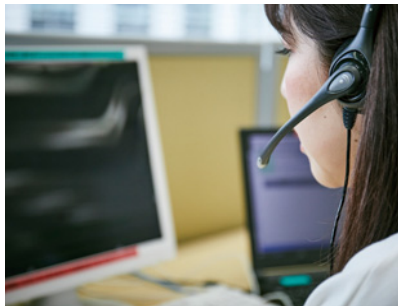
In another key development, At Tokyo and ARTERIA Networks, which joined the SECOM Group in 2023, will install the first fiber optic cable to traverse the Port of Tokyo.[2] The cable will connect the Shibaura–Shinagawa area, where CC3 is located, with the Toyosu–Ariake area, where a significant number of IT companies are located, providing the shortest route between the two, helping respond to surging communications traffic. At Tokyo will continue to provide data center services and connectivity that support the IT infrastructure of Tokyo, a hub for high-tech and global financial industries.

[1] An entity is said to operate with virtually 100% renewable energy when its CO_2 emissions from the consumption of electric power are neutralized by the environmental value derived from its use of energy from renewable sources.
[2] As of December 2023. Source: ARTERIA Networks

BPO Services

The need for safe, secure and high-grade BPO services continues to expand amid declines in the labor force. As one of only a few outsourcing companies in Japan that offer a full menu of BPO services, from design through to operation, TMJ has earned high marks for its high-grade contact center and back-office support services from a broad range of companies, including financial institutions.

In June 2023, TMJ collaborated with a customer company and a firm involved in the development of AI solutions to launch the Next-Generation Contact Center Project, which focuses on the use of generative AI in customer service. To ensure swift, effective customer service whenever needed, the project sought to assist customer service agents in providing appropriate answers, improve the accuracy of chatbots and expand the capacity of automatic response, thereby improving overall contact center productivity and enhancing the customer experience. In December, capitalizing on know-how cultivated as a result of this project made available for general use, TMJ began offering a customer service agent support system that uses generative AI to automatically produce the text of and responses to frequently asked questions, answers to queries received by email, among others, and text-form summaries of response histories.

In April 2024, TMJ completed registration as a financial service intermediary business, a business sector encompassing companies that provide one-stop intermediary services on behalf of financial institutions, and is now licensed to extend customer support and administrative assistance for financial products and services in two sectors (banking and securities). Outsourcing a broader range of services will allow TMJ's customers to resolve issues associated with a critical labor shortage, while benefits for TMJ will include the ability to maximize human resources without having to allocate them to different business areas and to expand the scope of orders it receives.

At Tokyo Chuo Center #3

TMJ contact center