






























KGIs and KPIs for Material Sustainability Issues

In the fiscal year ended March 31, 2025, we introduced two new KPIs: Health and productivity management survey score and internal audit implementation rate. We regularly evaluate progress toward the achievement of KPIs and disclose our findings while encouraging improvements.

Material sustainability issues		KGIs	KPIs	Targets and target years	Results in the fiscal year ended March 31, 2024	Scope of targets
1	  	Aim for zero loss of life or property	Crime prevention rate* ¹ for intrusions and thefts	100% (2030)	Undisclosed	(1)
			Response rate* ² to telephone calls from customers	96% (2026)	89.8%	(1)
		Aim for zero customer concerns	“Peace of mind” score in surveys of SECOM Home Security subscribers	100% (2030)	96.4%	(1)
2	   	Continue to create “Japan-first” services that deliver safety and peace of mind	News reports on research achievements that contribute to peace of mind for society	30/year (2030)	20	(1)
			Development/announcement of new systems and services that are firsts in Japan* ³	Cumulative total: 10 (2030)	3 (Cumulative total: 5)	(1)
			Number of verification tests conducted together with other companies, local governments, educational institutions and others* ³	Cumulative total: 100 (10/year) (2030)	7 (Cumulative total: 19)	(1)
			Percentage of security equipment and systems requiring no installation* ⁴	10% (2030)	8.2%	(1)
3	    	Realize job satisfaction for employees and create employee-friendly workplaces	Training hours/person	50 hours/year (2030)	28.1 hours	(1)
			Paid leave usage rate	80% (2030)	66.4%	(1)
		Achieve active participation for human resources by capitalizing on diversity	(New) Health and productivity management survey score* ⁵	Inclusion in METI's Health and Productivity Stock Selection (2027)	—* ⁵	(1)
			Female managers as a percentage of total management team	30% (2030)	11.7%	(1)
			Gender pay gap* ⁶	85% (2030)	74.5%	(1)
			Percentage of male employees taking childcare leave	50% (2025)	45.8%	(1)
4	    	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)	99.7%	(1)
		Create a corporate culture that is positive and open-minded and emphasizes a commitment to doing what is appropriate	Contributions to lifesaving, fraud prevention and other initiatives (Commendations received from the president or a division head)	— (Annual)	375	(1)
			(New) Internal audit implementation rate* ⁵ (scope: security services offices)	100% (Annual)	100%	(1)
5	      	Achieve carbon neutrality by 2045	Decrease in greenhouse gas emissions from the fiscal year ended March 31, 2019	45% (2030)	28.3%	(3)
			Renewable energy as a percentage of total energy used	100% (2045)	28.8%	(3)
			EVs* ⁷ (excluding special vehicles) as a percentage of total business vehicles	100% (2030)	39.9%	(2)
			BEVs and FCVs (including motorcycles) as a percentage of total business vehicles	100% (2045)	39	(2)
		Realize a circular economy	Virgin plastics derived from fossil resources as a percentage of total materials used in containers and packaging* ⁴	0% (2030)	75.6%	(1)
			Plastics derived from fossil resources as a percentage of total materials used in containers and packaging* ⁴	0% (2045)	75.7%	(1)
6	    	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)	16,771	(1)
			Annual visits to SECOM's safety awareness websites	3,000,000 page visits (2027)* ⁸	2,520,000 page visits	(1)
			Partnerships with local enterprises (business collaboration, joint participation, cooperation)	10/year (Annual)	10	(1)
			Participants in AED training sessions	40,000/year (2030)	27,825	(1)

Scope of targets: (1) SECOM CO., LTD., (2) SECOM and its consolidated subsidiaries in Japan, (3) SECOM and its consolidated subsidiaries worldwide

*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 KPI added newly in the fiscal year ended March 31, 2025; Disclosure of SECOM's METI health and productivity management survey score will begin with that for the fiscal year ended March 31, 2025

*6 Average wages for female employees as a percentage of average wages for male employees; while there is no gender-based gap in wages paid, differences arise because of disparities in the composition of the labor force for individual jobs and qualification levels

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

*8 Target has been amended owing to a change in the method of calculation used

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/>