



Security Services

Business Summary

For more than a half-century, we have offered optimal security services that respond to the evolving needs of each of our customers to provide safety and peace of mind. Our mainstay on-line security systems include monitoring for intruders, fires and other irregularities by SECOM control center staff via telecommunications circuits linking a 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 the nearest SECOM emergency depot, who rush to the subscriber's premises. If necessary, control center staff also notify the police and/or fire department.

The initial contract period for on-line security systems is five years, after which the contract is automatically renewed annually. In principle, we take care of upkeep for security equipment and provide it to

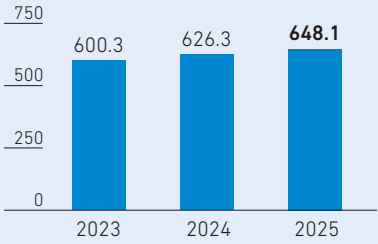
subscribers on a rental basis, enabling us to deliver seamless peace of mind. We maintain responsibility for all critical aspects of our on-line security systems, from R&D through to equipment manufacturing, security planning, installation, around-the-clock monitoring, emergency response services and equipment maintenance, which guarantees exceptional quality and reliability.

Owing to remarkable technological advances in recent years, on-line security systems can now be equipped with a variety of features that go beyond monitoring for irregularities such as intruders and fires to support

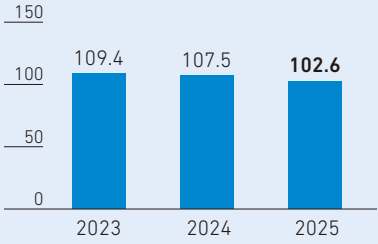


SECOM control center

Net sales and operating revenue
(In billions of yen)



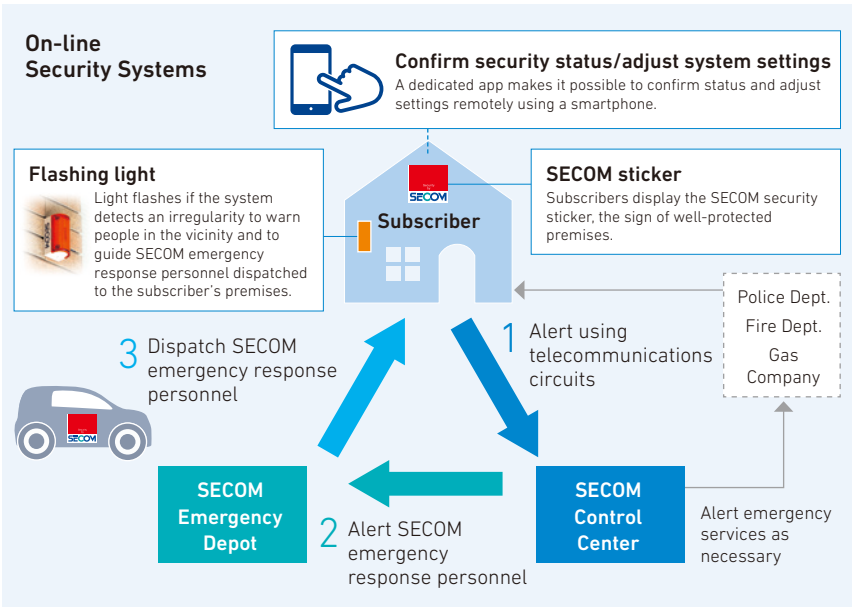
Operating income
(In billions of yen)



the business endeavors of commercial subscribers and the daily lives of residential subscribers. As well as new and highly convenient subscription-based services, we are promoting the development and provision of a variety of distinctively SECOM services and systems that also include around-the-clock emergency response services in the event of an incident. By thus broadening our menu of services, we are working to attract new customers, increase contract volume and encourage existing customers to take advantage of additional services. Encouraging the use of multiple services helps us strengthen relations with customers and extend contract periods. This is all possible thanks to the three components of our operating foundation, namely, our technological prowess, human resources, and operational and control structure.

Technological prowess

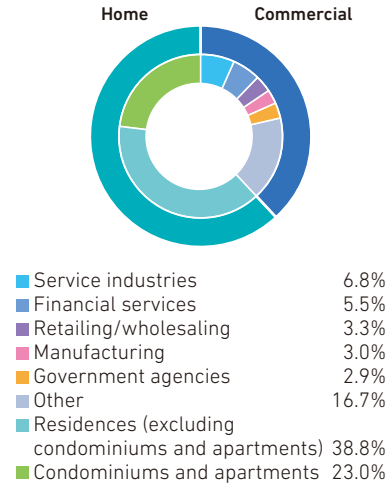
SECOM Intelligent Systems Laboratory conducts research into new



technological trends and core technologies, while the Technology Development Division capitalizes on research achievements and other optimized technologies to develop highly reliable security services. In addition to analyzing socioenvironmental changes and trends in criminal activity, our R&D team ensures that the opinions and needs of subscribers communicated to our salespeople and

emergency response personnel are reflected in prompt and precise adjustments that further bolster the quality of our on-line security systems. Given the remarkable pace of technological evolution, we are actively promoting open innovation with various partners, from major corporations to start-ups, to facilitate the swift development of essential systems that deploy state-of-the-art technologies.

Contracts for On-line Security Systems in Japan
(As of March 31, 2025)



Note: Breakdown is of total contract volume.

Human resources

We recognize that our people are essential to offering high-grade services and building a robust organization. In Japan, training for new recruits, emergency response personnel, salespeople, administrative staff and other employees is provided at three training centers. This reinforces our overall responsiveness to customers by guaranteeing that employees fully understand SECOM's Philosophy and observe a code of conduct befitting security professionals, and by allowing them to acquire new and hone 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, promptly dispatching emergency response personnel from one of our emergency depots—part of an industry-leading nationwide network of approximately 2,500 such depots—to ensure our ability to extend swift, precise services.

Operational highlights
Commercial security services

We offer an extensive lineup of security services, centered on on-line security systems, tailored to the needs of commercial premises. We are also working to broaden our menu of high-value-added services that link on-line security systems with various open cloud services to create a business infrastructure that supports the operations of commercial security subscribers.

Supporting the operations of subscribers with System Security AZ and AZ-Air

System Security AZ, for medium- to large-scale sites, and System Security AZ-Air, for small- to medium-scale stores and offices, are all-in-one security solutions that help manage risks by preventing crime and monitoring for fires, as well as facilitate employee attendance and facility management. These systems earn high marks for convenience and ease of operation, enabling users to confirm security status and to remotely arm or disarm the system using a dedicated smartphone app. They can also be integrated with surveillance cameras,

allowing users to remotely monitor conditions on the ground.

AZ series' systems boast outstanding flexibility and scalability. Combining an AZ series' system with the SECOM *Anshin* Employee Attendance Management Service KING OF TIME Edition enables subscribers to make use of a service that automatically enters employees' start and end times and calculates hours worked to ease the burden of such procedures. At stores with on-site staff, linking an AZ series system with the Interactive Security Service allows staff to press a dedicated button in the event of an emergency to notify SECOM, which assesses the situation in real time from monitoring of surveillance camera video and audio feeds, issues a verbal warning via loudspeaker, dispatches emergency response personnel and, if warranted, notifies the police, thereby helping ensure staff safety.

In addition, we have established SECOM AZ Certified, a standard for the integration of AZ series systems and robots, which makes it possible for other firms that manufacture cleaning robots to integrate these robots with an AZ series system, facilitating operation while security is in place, even at night. This and other features can assist subscribers in coping with cleaning staff shortages.

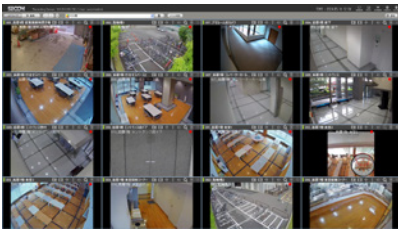


AZ series' security systems can also be linked to an attendance management system

Systems that leverage AI-based image analysis technology

The use of AI-based image analysis technology to recognize specified human behaviors reduces the burden on individuals responsible for monitoring facilities. The SECOM AI Camera boasts a built-in AI function that analyzes images and detects the movement of people and objects—including intrusions, obstructions and congestion—within a predetermined area, and notifies the subscriber in the event of an irregularity by displaying an alert on the surveillance monitor and sending an email. This system thus supports the operations of subscribers by facilitating the early detection of damage or accidents and expediting initial responses.

The SECOM AI Behavior Detection System simultaneously analyzes images from up to 30 surveillance cameras simply by linking a dedicated server to existing surveillance cameras. This system uses AI to detect violent behavior such as physical altercations and destructive acts, or behavior indicative of sudden illness, including falling or doubling over, and notifies the monitoring desk. This helps prevent accidents and reduces the onus on individuals in charge of monitoring. This system can also be linked with SECOM VMS, which enables the integrated management of more than 600 models of surveillance camera from 25 manufacturers worldwide, making it



SECOM VMS enables the management of surveillance footage from cameras from multiple manufacturers

particularly effective for monitoring large-scale facilities. Going forward, we will continue to combine our accumulated expertise and state-of-the-art technologies to extend safe and highly convenient services that contribute to increased social productivity.

Expanding patrol areas with the cocobo autonomous security robot

Labor shortages are becoming an increasing issue in the security services industry as the working-age population contracts. With the aim of advancing DX in the area of static guard services, in July 2024 we conducted a successful field test of our cocobo autonomous security robot linked with the SECOM AI Behavior Detection System, which confirmed the effectiveness of combining these technologies to increase static guard service efficiency. In March 2025, cocobo passed an inspection mandated under Japan's Road Traffic Act whereby it met the standards for remote-controlled small vehicles. As a result, cocobo can now be used on public roads and in open public spaces around sites during the day and at night. We will continue to broaden the scope of deployment for cocobo and provide advanced security services that bring together the capabilities of humans and robots.

Amid rapid technological advances and increasing labor shortages, DX is playing an increasing role in the security services industry, with security systems using advanced technologies in areas such as robotics and AI finding increased use in static guard services, thereby helping bolster the precision of such services while significantly reducing the need for human resources. In April 2025 we established a new position to spearhead the promotion of DX across SECOM. Under the slogan "security DX



The cocobo autonomous security robot patrols on public roads

supported by SECOM," we will aim to extend these systems beyond SECOM Group companies, with the goal of advancing DX across the security services industry.

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 that improve safety and peace of mind. These include monitoring for gas leaks, medical emergency calls, and monitoring and confirming the safety of individuals.

In addition to an easy-to-use home controller, the increasingly popular 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



High-performance LCD controller for SECOM Home Security NEO

with devices on the IoT. As well as a model featuring a touchscreen LCD screen, we offer controllers with buttons, recommended for seniors, and with a high-performance LCD screen equipped with face recognition capabilities, enhancing ease of operation.

SECOM Monitoring Service for Seniors is available as an option to SECOM Home Security subscribers. This service uses sensors installed in frequently used areas in the home such as bathrooms. If sensors do not detect any movement for a set period of time, an alert is sent to SECOM. Family members living apart from their parents can also use a dedicated smartphone app to confirm elderly parents' daily routines and activity levels and to request that SECOM conduct an in-person wellness check if there is concern about a parent's well-being.

Another SECOM Home Security option we extend is YORISOS, a dedicated Apple Watch and iPhone app. 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 simply by pressing a button. YORISOS also uses Apple Watch and iPhone health data to help users 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, and advising as to the need to seek medical attention or take other appropriate steps.

To provide subscribers with distinctively SECOM healthcare services that capitalize on the operational configuration we have built in the security services business and digital platforms such as the *Mimamori* ("Monitoring") Cloud, in February 2024 we established a



The YORISOS app

dedicated department and shortly thereafter, in April, launched the SecuriCare* Center, which will lead our efforts to realize seamless services tailored to subscribers lifestyles under the SecuriCare label. We will continue to work with partners who share our mission to advance the business we have dubbed "securicare"* by realizing a broad range of services for customers ranging from the elderly and their families, medical institutions and care providers.

* "Securicare" is a term coined by combining "security" and "healthcare."

Delivering outstanding penetration resistance with SECOM *Anshin* Glass SG

Building on our wealth of expertise in providing protection against crimes, we collaborated with a leading glass manufacturer to market a new safety glass, SECOM *Anshin* Glass SG. In March 2025, SECOM *Anshin* Glass SG earned compliance with EN356 P6B, the European standard for security glass. This positions us to recommend this product for use in global luxury brand stores, which require robust security glass. When used in combination with SECOM Home Security, installed sensors instantly detect attempts at vandalism, triggering the dispatch of SECOM emergency response personnel if necessary,

ensuring a prompt response before a crime progresses. Through offerings like this, we will continue striving to help realize a society where anyone and everyone enjoys peace of mind.

Other security services

Helping ensure the safe and secure staging of Expo 2025 Osaka, Kansai, Japan

We are extending support for the staging of Expo 2025 Osaka, Kansai, Japan (©Expo 2025), being held on Yumeshima Island in Osaka, which opened in April 2025. This includes supplying cocobo autonomous security robots to patrol the site, security services through the SECOM Staff Operation System, and the AZ-Access control system, and automated external defibrillators (AEDs). We also created security camera systems for the entire site and provided System Security AZ, surveillance cameras and access control systems for multiple pavilions and other structures. In addition, a joint venture formed by equity method affiliate Toyo Tech Co., Ltd., the parent company and another security services company is conducting baggage inspections, crowd control and site patrols by static guards. Our involvement here builds on experience and know-how gained in the provision of security services for the Olympic Games and Paralympic Games Tokyo 2020, as well as other large-scale events, which we used to rally our diverse resources to



Security guard equipped with a wearable camera

support the staging of this important national project.

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.

In Taiwan, publicly listed Taiwan Secom, the leading company in the local security services market, offers a broad lineup of services, ranging from safety management systems for large-scale facilities to home security. 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 local market leader, and include offering a wide variety of high-value-added security services that respond to market needs, centered on on-line security systems. S1 continues to garner praise from customers for its swift emergency response services, which it provides through a nationwide network, underscoring growth in subscriber numbers.

We have created an extensive security services network in the PRC, which encompasses bases from coastal to inland cities. We are currently reviewing our local operating configuration in response to recent changes in the operating environment as we work to rapidly grasp customer needs and respond by developing appropriate new products.

In Southeast Asia, a key regional market offering tremendous growth potential, SECOM Group companies are working to boost sales and increase the use of on-line security systems in Thailand, Malaysia, Singapore, Indonesia and Vietnam. (More details are provided below.)

In Australia, results remain firm as we build on our proven track record of offering high-grade services to the public sector to expand services to private-sector enterprises—including prominent financial institutions and large-scale commercial facilities—while continuing to secure contracts from federal government agencies. In New Zealand, where we provide security services, as well as maintenance and inspection support services, our high-performance surveillance camera systems enjoy particularly solid support from customers across the spectrum, from major supermarkets to financial institutions.

In Turkey, we extend security services, including safety management systems, to a diverse array of customers. We also continue to expand our presence across the country.

Subsidiary Secom plc delivers high-grade on-line security systems and other security services across the United Kingdom. The company has established a strong reputation, earning the trust of security-conscious clients such as government agencies, leading financial institutions and railway companies. In July 2024, we



Emergency response personnel (PRC)

further expanded its operations by entering the Irish market.

Establishing ANSHIN as a universally recognized term synonymous with peace of mind

With the goal of ensuring sustainable growth going forward, a core strategy of the SECOM Group Road Map 2027 is to strengthen our operations in promising overseas markets. Aiming to increase the share of consolidated net sales and operating revenue accounted for by overseas security services to 10%, we are working to add depth to existing businesses while also expanding into new businesses and markets where we currently lack a presence. Particularly in Southeast Asia, where affluent and middle-class populations are growing rapidly, we are stepping up efforts to raise awareness of the SECOM brand.

In Thailand, we are conducting an ambitious advertising and publicity campaign to bolster awareness of the SECOM brand. In Thailand and Indonesia, we are leveraging digital marketing and customer data analysis to recommend the most appropriate security systems, an approach that is contributing to both increased sales and higher customer satisfaction.

We are also broadening our lineup of systems tailored to local market needs. This includes expanding the provision of cloud-based interactive security systems, which are currently available in Thailand, Singapore,

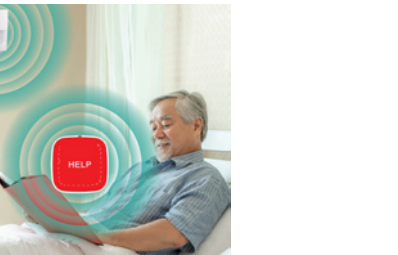


Monitoring service for senior citizens (Malaysia)

Malaysia, Indonesia, Vietnam and the United Kingdom, to other countries and territories. In response to declining birth rates and an aging population, increasingly urgent social imperatives in Thailand, we launched SECOM Smart Security Care, a monitoring service for senior citizens, in March 2024. We launched a similar service in Malaysia in July 2024. We are also promoting the deployment of monitoring services that use AI cameras.

Additionally, we are enhancing our systems integration capabilities to offer advanced security services for large-scale facilities. In recent years, we have secured new contracts for large-scale data centers in Singapore and Malaysia. In Australia, we are capitalizing on our experience in the provision of large-scale systems integration services to secure recurring orders.

In another initiative, we are investing in promising new business areas to build fresh foundations for growth and realize synergies over the medium to long term. We recently invested in Eagle Eye Networks and Brivo—leaders in video surveillance as a service (VSaaS)*1 and access control as a service (ACaaS),*2 respectively—in North America. We are currently leveraging the cloud-based security systems of these two companies in other countries and territories where we currently operate, as well as exploring further opportunities to



cultivate new businesses in the U.S. and other markets.

In July 2025, we reached an agreement to acquire AVTEL Holdings, a global security systems integrator*3 serving primarily the Asia-Pacific region (East Asia, Southeast Asia and Oceania) and Europe, the Middle East and Africa (EMEA), which will become a wholly owned subsidiary. We look forward to capitalizing on AVTEL's lineup of security systems, which are used around the world, to accelerate the growth of our overseas security services business and to expand our provision of services to the Japanese offices of global companies.

To help realize a society free from concerns and to drive further growth in promising overseas markets, we are working to fortify our operating foundation, including by enhancing next-generation control center services and IT security capabilities. At the same time, we are bolstering our management foundation by improving legal and regulatory compliance, performance monitoring, and the securing and fostering of human resources. Through these efforts, as well as by promoting global awareness of the SECOM brand and accelerating autonomous growth, and expanding into new geographic and business areas, we will 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.

*3 A global security systems integrator provides consulting, sales and installation services in the area of integrated security systems—including access control and video surveillance, across countries and regions—to global companies.

Fire Protection Services



Operating highlights

This segment centers on the operations of Nohmi Bosai and Nittan, two leaders in Japan’s fire protection services market, which offer a comprehensive range of automatic fire alarm, fire extinguishing and other fire safety systems that respond to needs for solutions for diverse applications, including office buildings, production facilities, tunnels, cultural properties, ships and residences. Both companies have established a fully integrated service framework that spans R&D, system planning, design, manufacturing, installation and maintenance. Nohmi Bosai and Nittan have built a firm reputation by not only extending the most appropriate proposals for new builds, but also recommending systems to customers in the renovations market.

A new model of Protecview

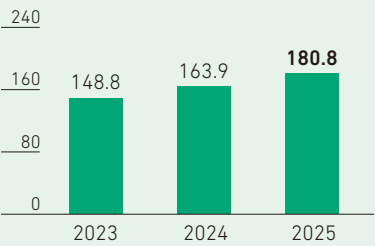
Nohmi Bosai’s Protecview is an ultra-sensitive smoke detection system that facilitates early fire

detection, helping to prevent incidents and minimize damage. This system enjoys a solid track record as the first choice for use in critical environments such as data centers, semiconductor fabrication facilities and electrical rooms. In April 2025, the company launched a new model of this flagship system that features a maximum sensitivity 100,000 times greater than that of standard smoke detectors,* a significant improvement over the previous model, which was 10,000 times more sensitive than conventional systems. The updated version can also be used

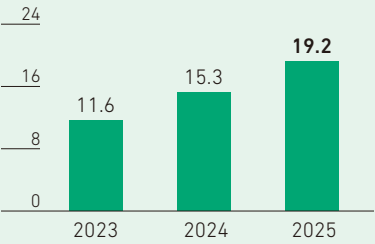


The new model of the Protecview smoke detection system, boasting a high-precision sensor (Nohmi Bosai)

Net sales and operating revenue
(In billions of yen)



Operating income
(In billions of yen)



as part of LAN-based fire prevention configurations. Nohmi Bosai continues to position Protecview as an effective solution to the fire protection needs of diverse customers, including operating critical infrastructure facilities and as a tool for supporting the formulation of robust business continuity plans (BCPs), thereby delivering safety and peace of mind.

* Measured using a proprietary Nohmi Bosai smoke concentration measuring device and dilution model

Drone technology deployed in the development of a new smoke detector testing device

Nohmi Bosai has made use of drone technology to develop a smoke detector testing device capable of safely and effectively testing the performance of smoke detectors installed in hard-to-reach locations. Traditionally, smoke detectors installed at high elevations were tested using long testing poles; however, for detectors beyond pole reach, scaffolding was required. The

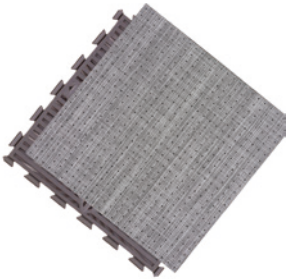


Drone-mounted smoke detector testing device (Nohmi Bosai)

company’s new drone-mounted testing device addresses this challenge, improving worker safety, reducing inspection time and cost, and helping ensure the stable performance of fire alarm systems installed in buildings. The first drone-mounted testing device approved for statutory inspections in Japan, this unit has been deployed since spring 2025 in inspections conducted for customers with subscriptions that include maintenance.

The Artiedge brand:
A new perspective on fire prevention

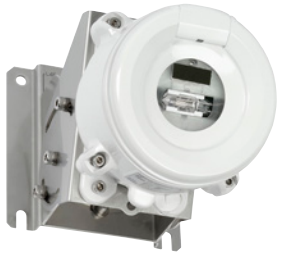
In December 2024, Nittan launched Artiedge, a new brand of fire prevention products developed from a fresh perspective. This brand includes Artiedge II, a fire-suppressing flooring



Artiedge II fire-suppressing flooring material (Nittan)

material featuring a perforated surface and a base material that traps spilled or spread gasoline beneath the floor. Only the gasoline remaining on the surface burns, significantly reducing fire intensity. Requiring no electrical, plumbing or other structural work, it is ideal as a defense against arson for any building, whether a new build or an existing structure.

Artiedge III is a detector designed specifically for hydrogen fires, which are difficult to detect because hydrogen burns with a colorless, invisible flame. Designed for use at hydrogen fueling stations—which are expected to grow in number amid global decarbonization efforts—this detector offers a wide range of monitoring functions, in addition to being highly water and dust resistance. It is also equipped with a self-diagnostic function that identifies equipment irregularities and dirt on the sensing window, allowing its use in outdoor environments. Going forward, Nittan will take steps to further strengthen its product development capabilities—one of its key competitive advantages—while expanding its lineup of groundbreaking Artiedge fire prevention solutions that



Artiedge III hydrogen fire detector (Nittan)

challenge preconceived notions of fire prevention products.

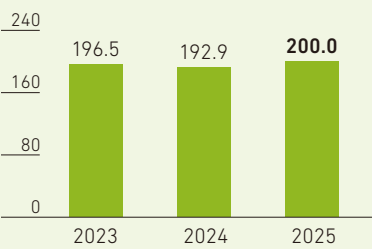
B Catch Now indoor location information system

Nittan’s B Catch Now is an indoor location information system that uses signals from sensor beacons installed inside fire alarms to pinpoint the location of people and objects indoors in real time using a computer or smartphone. Principal applications for this system include the provision of support for first responders in the event of a fire by displaying the positions of fire extinguishers, hydrants and emergency exits, and confirming the status of evacuation efforts. B Catch Now beacons can be attached to individual pieces of equipment, making it a popular choice among healthcare and social welfare organizations. It is also increasingly being adopted for other applications, including in production facilities, where it helps optimize personnel deployment and ensure the efficient use of machinery and devices, and in offices that have introduced hot desking, where it supports workspace management and equipment tracking.

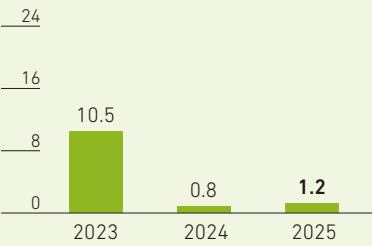
Medical Services



Net sales and operating revenue
(In billions of yen)



Operating income
(In billions of yen)



Operating highlights

In the belief that protecting health and life is the ultimate expression of our commitment to delivering safety and peace of mind, we provide medical services with an emphasis on four categories: medical care, personal care, healthcare and preventative care, and ICT-based services. Since launching services designed to assist home medical care in 1991, we have expanded our focus. This includes leveraging ICT to help create comprehensive community-based healthcare models that bring together a variety of services.

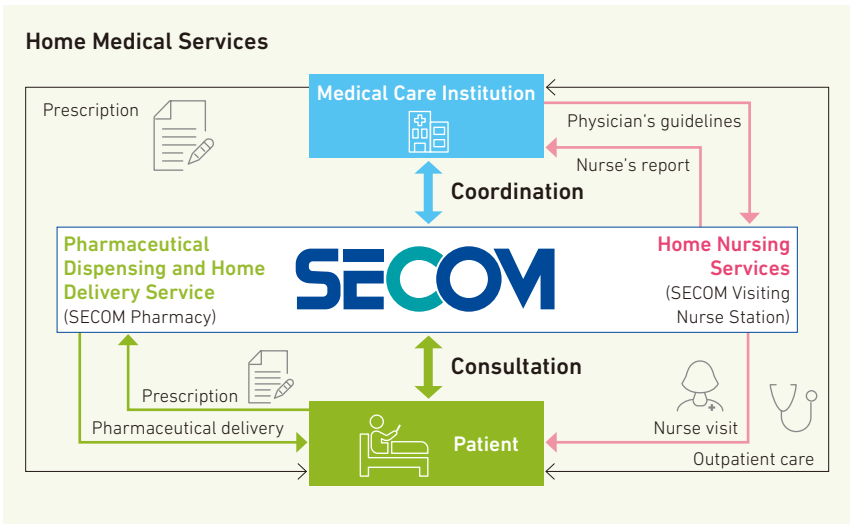
Medical care services

In addition to home medical care in collaboration with medical institutions, our medical care services business includes the provision of operational support for hospitals and clinics. Overseas, we capitalize on the know-how cultivated in Japan to operate hospitals that extend high-grade medical care.

Our home medical care centers on home nursing services, which involve the dispatch of visiting nurses to patients' homes from a nationwide network of 34 visiting nurse stations to provide expert medical treatment and nursing care under the direction of the patient's primary physician. We also offer pharmaceutical dispensing services for individuals receiving medical care at home, which encompass filling prescriptions at pharmacies and

delivering needed medications, transporting medical supplies such as infusion lines and syringes for home parenteral nutrition (HPN) administered via central venous catheter and medical hygiene products, and providing patient compliance instruction.

We support the operations of 20 affiliated hospitals extending diverse services, including high-level acute care, rehabilitation, convalescent care and long-term care. In addition,



we offer services that contribute to reduced costs and greater efficiency for these institutions through, among others, the sale and rental of medical equipment and the management of pharmaceuticals Group Purchasing Organizations (GPOs). We also make use of our accumulated expertise in home medical care to support the opening and operation of community clinics.

In emerging economies, where demand for an improved medical care system and higher-level services continues to grow, our efforts emphasize hospital management. In India, Sakra World Hospital, which opened in Bengaluru in 2014, endeavors to provide patient-first, meticulous medical services and to bolster the overall quality of medical care available. Operating as a 320-bed "Japanese-style" general hospital, this institution continues to see stable growth. A second hospital with approximately 450 beds, also in Bengaluru, is scheduled to open in 2028. This new facility will focus on the provision of advanced medical care, including comprehensive cancer treatment and regenerative medicine.

Personal care services

This category includes the operation of residences for seniors, bringing together our expertise in the provision of security, medical care and personal care services. We also extend visiting

personal care services and outpatient care services (adult day care) from our comprehensive home personal care services centers.

Health and preventative care services

We operate the membership-based SECOM Health Care Club KENKO and offer telephone-based health consultation services. These services are designed to assist customers' efforts to maintain or improve their health and protect themselves against illness and the need for medical or personal care.

ICT-based services

We are developing unique ICT-based services by capitalizing on the information network technologies we have cultivated in the security services field, together with the expertise we have amassed in the provision of operational support for medical institutions and of home medical care services.

The SECOM Vitalook remote medical care support platform makes it



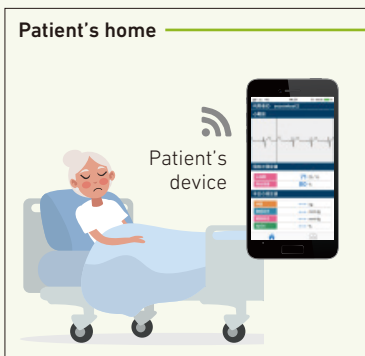
Medical MaaS vehicle in the city of Toba, Mie Prefecture

possible for physicians and nursing staff at contracted medical institutions to review home medical care patients' vital sign data (i.e., pulse, blood pressure, body temperature and electrocardiogram results) collected and stored at a SECOM data center, enabling them to use such data in video calls and remote auscultation. With efforts to deploy medical mobility as a service (MaaS) solutions expanding across Japan to help maintain or strengthen medical services in more remote areas facing rapid depopulation and an aging citizenry, use of SECOM Vitalook is expanding. We also extend ICT services that seamlessly support medical care and nursing care, including: SECOM LINKus, a cloud-based electronic medical records system that allows the sharing of information in electronic medical records among medical professionals; Hospi-net, a remote image diagnostic support service whereby diagnostic radiologists support primary physicians' diagnosis examining medical images and providing consultation; and SECOM SMASH, a hospital management information analysis system that helps elucidate the management status of hospitals.

Going forward, we will continue to offer services tailored to the needs of medical institutions and patients, with a view toward helping address the shortage of medical professionals and the global expansion of ICT services.

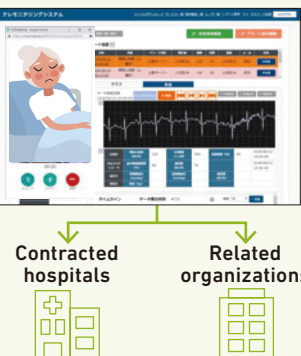
SECOM Vitalook

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



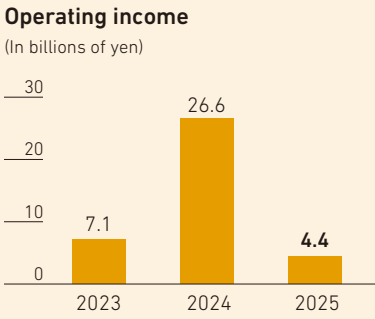
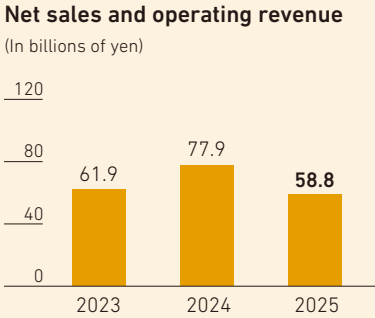
- Collection and storage of vital sign data
- Automatic alerts
- Video calls
- Display of pertinent data
- Sharing of information with related organizations

Remote monitoring of patient's condition by healthcare professionals





Insurance Services



Operating highlights
We continue to expand our distinctive insurance services business, in line with our belief that delivering true safety and peace of mind depends on the provision of both security services, which are preventative by nature, and nonlife insurance services, which look after people when misfortune strikes.

MEDCOM unrestricted cancer treatment policy
We developed MEDCOM, a pioneering indemnity-based unrestricted cancer treatment policy, to enable subscribers to concentrate on treatment without extraneous concerns. 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 and home medical care provided under public health insurance up to ¥20 million per five-year period. In 2024, the number of medical institutions offering private care eligible for coverage increased, further

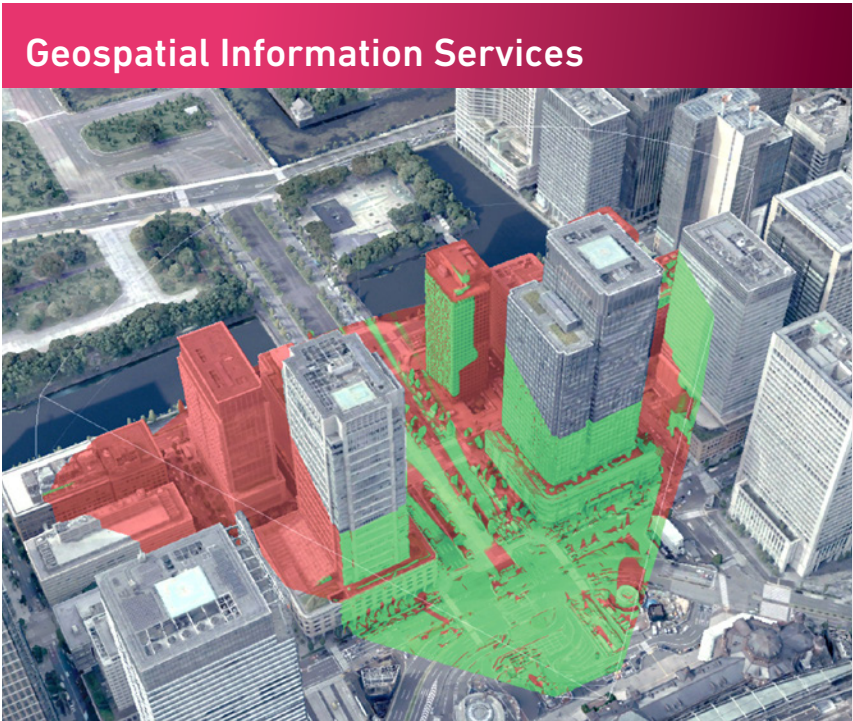


The recently revised MEDCOM unrestricted cancer treatment policy

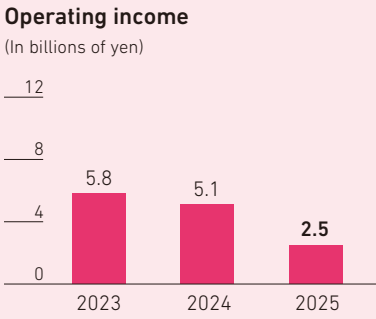
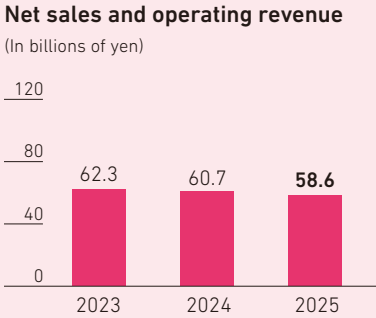
enhancing the appeal of this policy and boosting subscriptions.

SECOM Anshin My Car
SECOM Anshin My Car is an automotive insurance policy that provides 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
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, gives premium discounts to subscribers who have installed a commercial on-line security system, reflecting the risk-mitigating benefits thereof, and has earned praise for its comprehensive coverage. In addition to current on-line security services subscribers, as well as individuals who are planning to install on-line security systems to also purchase fire insurance, thereby capitalizing on business opportunities presented by both the increased deployment of security systems and expanding sales of insurance policies.



Geospatial Information Services



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 wide range of geospatial information services that help address key social imperatives. The company primarily serves Japan's public sector, which accounts for approximately 90% of segment net sales and operating revenue, while also supporting its customers in the private sector in Japan and in overseas markets.

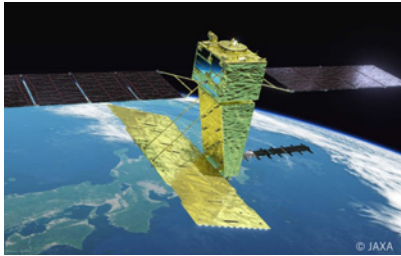
In the fiscal year ended March 31, 2025, we acquired 75% of Pasco's voting rights through a joint tender offer with a subsidiary of a major general trading company, which acquired the remaining 25%. Capitalizing on the general trading company's expertise, Pasco is further enhancing its services for domestic private-sector and overseas customers, while also fostering and expanding new business by leveraging DX to deliver solutions tailored to specific business challenges.

Enhancing satellite-based services
In January 2025, Pasco was selected by the Japan Aerospace Exploration Agency (JAXA) as the data service provider for the Advanced Land Observing Satellite-4 "DAICHI-4" (ALOS-4). The company will supply satellite image data and manage distribution services to support its use. The following month, Pasco entered into a capital and business alliance with Marble Visions Inc., a company established by a major systems integration firm, with the aims of developing a high-resolution, high-frequency earth observation (EO) optical satellite system. Marble Visions will drive the vertical integration of the EO satellite data supply chain, ensuring seamless operations from satellite development through to data utilization, to build a system with broad applicability.

Supporting public-sector DX efforts
Pasco's geospatial surveying technologies are being used in Project PLATEAU, an initiative led by Japan's Ministry of Land, Infrastructure, Transport and Tourism (MLIT) to develop 3D urban

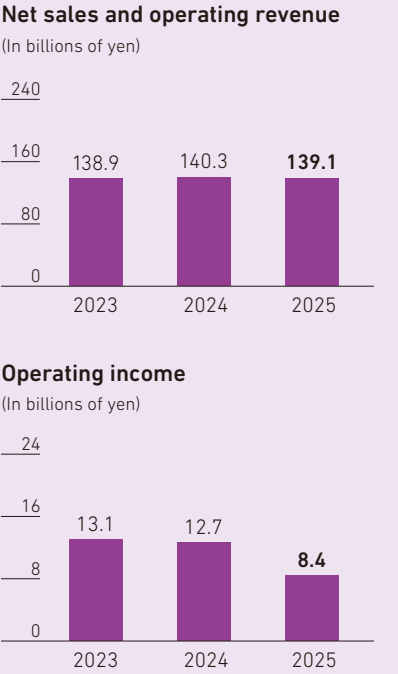
models for use in urban planning, as well as in protection against crimes and disasters. Since 2020, these models have been adopted by more than 50 local governments.

In acknowledgment of its contributions to bolstering understanding of flood disasters, including disaster image acquisition and the publication of critical disaster information on its website, in May 2025 Pasco was recognized as an "Official Supporter of River Basin Flood Control" by the MLIT. Looking ahead, the company will continue to promote efforts to deploy its geospatial information technologies in efforts to improve disaster awareness across society.



Advanced Land Observing Satellite-4 "DAICHI-4" (ALOS-4)

BPO and ICT Services



Operating highlights

To meet the diverse needs of customers, Secom Trust Systems builds and operates ICT services that deliver safety and peace of mind, as well as make life more comfortable and convenient. At Tokyo operates data centers that combine outstanding reliability and connectivity. TMJ extends high-grade contact center, back-office support and a wide range of other BPO services.

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

In addition to developing and operating IT systems for the SECOM Group, Secom Trust Systems leverages its highly secure, robust Secure Data Center® to provide large-scale disaster prevention, information security and cloud-based services, among others.

For large-scale disaster preparedness Secom Trust Systems extends services that assist customers in the formulation of BCPs encompassing

everything from advance preparation to initial responses and recovery. Information security services offer comprehensive support for customers in protecting their information from cyberattacks and range from advance diagnostics and countermeasures to around-the-clock monitoring and assistance with responses in the event an incident occurs. The company also provides cloud-based services, including human resources technology, document digitization and other services that contribute to improved business efficiency. In October 2025, a new data center facility boasting even more sophisticated security, as well as an excellent environmental performance, is scheduled to open on a site adjacent to the Secure Data Center®.

The Secom Safety Confirmation Service enables subscribers to swiftly confirm the safety of employees and their families, and to ascertain damage to sites, in the event of a major disaster. This is the leading corporate safety confirmation service in the Japanese

market in terms of the number of subscribing companies and individual users.* This service continues to evolve. Recently, a new feature was added that makes it possible, using the service's Safety Report Application for smartphones, to determine the location of employees and confirm their safety when an earthquake occurs, even if they are not at their registered workplace or residence.

In the area of information security services, Secom Trust Systems is working to realize a new all-inclusive cybersecurity monitoring service that provides comprehensive monitoring of



Exterior of the TC4 Secure Data Center®

customer environments, including endpoint, network and cloud security. In September 2024, the company began offering the Managed EDR Service, which helps reduce customers' security risks and operational burden, while in December 2024 it launched the Attack Surface Assessment Service, which facilitates prompt responses to security risks.

* As of November 2024; based on desk research and interviews with 15 companies that provide safety confirmation services by excrle Inc.

Data center services

At Tokyo operates data centers boasting connectivity that facilitates access to network services extended by megacloud service companies and telecommunications carriers, as well as to overseas service providers, and no-downtime services. With the shift toward cloud-based corporate systems and increasing content capacity requirements, demand for data center services is expanding. In addition to operating Chuo Center (CC1) and Chuo Center #2 (CC2), the largest network connection hubs in the Tokyo metropolitan area, in July 2024 At Tokyo opened Chuo Center #3 (CC3), a socially and environmentally responsible data center that offers superior connectivity and is equipped to support next-generation technologies such as AI.

At Tokyo is also working to provide more robust connectivity on a nationwide scale. The ATBeX ("AT TOKYO

Business eXchange") delivers flexible connectivity among multiple different clouds, IT services and data centers. The company also opened access points in Fukuoka in 2022; Hiroshima, Okinawa and Sapporo in 2023; and Takamatsu in 2024.

In October 2024, At Tokyo partnered with fellow SECOM Group company ARTERIA Networks, which offers extensive access line services, to introduce one-stop closed connection service ATBeX Closed Access Type-A. Launched in response to rising demand for closed connections to cloud-based services against a backdrop of the accelerating migration of government and enterprise core systems to the cloud, this service facilitates secure one-stop closed connections to cloud platforms from customer locations.

BPO services

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

In July 2024, TMJ began providing the TMJ Generative Solution, which

transforms traditional contact centers into hybrid contact centers that capitalize on both human expertise and digital technologies. By making full use of generative AI to realize a hybrid human-digital contact center, this product aims to achieve an inquiry reduction of up to 50%, reducing costs and dramatically improving productivity.

A form of abuse known as customer harassment—unreasonable demands and inappropriate behaviors by customers toward staff—has become a significant problem in Japan and awareness of the need for solutions has increased on the part of companies and other groups. In August 2024, TMJ began offering a Customer Harassment Countermeasures Training program, leveraging know-how cultivated in the provision of contact center services. Unique because it deploys a curriculum based on interpersonal skills and response strategies, this program emphasizes learning how to discern between customer harassment and genuine complaints, as well as about appropriate corporate and organizational responses, mindsets and specific measures. As a result, it has attracted widespread interest from companies and other groups across the country.



CC3's server room



A TMJ contact center