

KGIs and KPIs for Material Sustainability Issues

Progress toward the achievement of KPIs is reported to the President and Representative Director, as well as to the Board of Directors, as necessary. In addition to being incorporated into decision making, in conjunction with management strategies, insights gained are used to enhance and modify various initiatives.

Material sustainability issues		KGIs	KPIs	Targets and target years	Results in the fiscal year ended March 31, 2025	Scope of targets
1	Customer-oriented services   	Aim for zero loss of life or property	Crime prevention rate*1 for intrusions and thefts	100% (2030)	99.98%	(1)
		Aim for zero customer concerns	Response rate*2 to telephone calls from customers	96% (2026)	93.0%	(1)
			“Peace of mind” score in surveys of SECOM Home Security subscribers	100% (2030)	96.9%	(1)
2	Leveraging advanced technologies and partnerships    	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)	24	(1)
			Development/announcement of new systems and services that are firsts in Japan*3	Cumulative total: 10 (2030)	1 (Cumulative total: 6)	(1)
			Number of verification tests conducted together with other companies, local governments, educational institutions and others*3	Cumulative total: 100 (10/year) (2030)	8 (Cumulative total: 27)	(1)
			Percentage of security equipment and systems requiring no installation*4	10% (2030)	8.8%	(1)
			Training hours/person	50 hours/year (2030)	28.8 hours	(1)
3	Employee self-realization and diversity     	Realize job satisfaction for employees and create employee-friendly workplaces	Paid leave usage rate	80% (2030)	68.8%	(1)
			Health and productivity management survey score	Inclusion in METI's Health and Productivity Stock Selection (2027)	Certified in the large enterprise category of the 2025 Health & Productivity Outstanding Entities Recognition Program	(1)
		Achieve active participation for human resources by capitalizing on diversity	Female managers as a percentage of total management team	30% (2030)	12.7%	(1)
			Gender pay gap*5	85% (2030)	76.0%	(1)
			Percentage of male employees taking childcare leave	50% (2025)	45.9%	(1)
4	Fair corporate activities and respect for human rights     	Earn recognition in society as a company that protects human rights	Percentage of employees completing human rights and harassment prevention e-learning programs	100% (Annual)	99.8%	(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)	305	(1)
			Internal audit implementation rate (scope: security services offices)	100% (Annual)	100%	(1)
5	Decarbonization and a recycling-based society       	Achieve carbon neutrality by 2045	Decrease in greenhouse gas emissions from the fiscal year ended March 31, 2019	75% (2035)*6	48.2%	(3)
			Renewable energy as a percentage of total energy used	100% (2045)	65.0%	(3)
			EVs*7 (excluding special vehicles) as a percentage of total business vehicles	100% (2030)	47.7%	(2)
			BEVs and FCVs (including motorcycles) as a percentage of total business vehicles	100% (2045)	91	(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)	70.0%	(1)
			Plastics derived from fossil resources as a percentage of total materials used in containers and packaging*4	0% (2045)	76.1%	(1)
			Participants in child safety workshops (DVD teaching materials)	100,000/year (2027)	11,573	(1)
6	Coexistence with local communities     	Earn society’s trust as a company that contributes to the safety of local communities	Annual visits to SECOM’s safety awareness websites	3,000,000 page visits (2027)	1,830,000 page visits	(1)
			Partnerships with local enterprises (business collaboration, joint participation, cooperation)	10/year (Annual)	15	(1)
			Participants in AED training sessions	40,000/year (2030)	32,265	(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 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
*6 The previous target of a 45% reduction was achieved in the fiscal year ended March 31, 2026, so a new target was set.

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