

SECOM Today

Security Services



Business summary

For more than half a century, we have offered optimal security services that respond to the evolving needs of our customers to meet their needs for safety and peace of mind. Our mainstay on-line security systems include monitoring for intruders, fires and other irregularities via telecommunications circuits that link a SECOM control center with security equipment installed at the subscriber's premises. In the event that an irregularity is detected, control center staff swiftly appraise the situation and, if necessary, notify the police and/or fire department. In response to instructions from control center staff, emergency response personnel rush from the nearest SECOM emergency depot to the subscriber's premises. The initial contract period for on-line security systems, a recurring revenue-based business, is five years, after which the contract is automatically renewed annually. We take care of upkeep for security equipment and systems, which we provide to subscribers primarily on

a rental basis, enabling us to deliver seamless peace of mind. The fact that 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, guarantees exceptional quality and reliability.

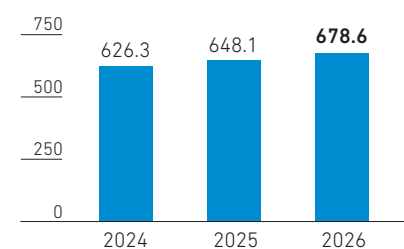
Thanks to remarkable technological advances, on-line security systems can now be equipped with a variety of features that go beyond monitoring for irregularities such as intruders and fires to support the business endeavors of commercial subscribers and the daily lives of residential



SECOM control center

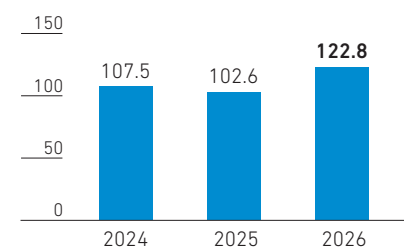
Net sales and operating revenue

(In billions of yen)



Operating income

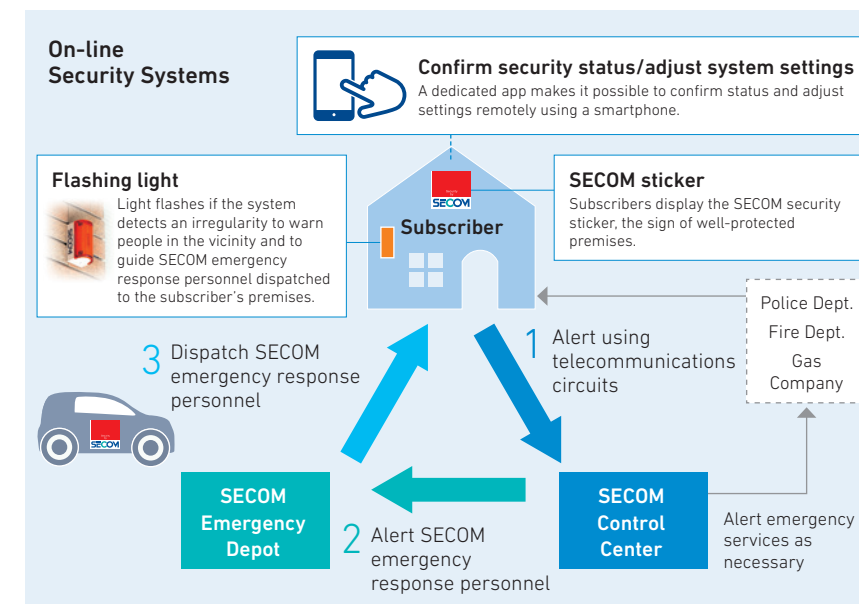
(In billions of yen)



subscribers. We are promoting the development of a variety of highly sophisticated, distinctively SECOM services and systems that combine around-the-clock emergency response services in the event of an incident and a convenient subscription-based format. By thus broadening our menu of services to meet emerging needs for safety and peace of mind, we are working to attract new customers. We also propose new services to existing customers to strengthen relations, as well as to extend contract periods. The experience and know-how we have cultivated over the years are reflected in 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 systems. 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 employing open innovation with various partners, from major corporations to start-ups, to facilitate the rapid development of essential systems that deploy state-of-the-art technologies.

Human resources

Our employees are essential to our ability to offer high-grade services, meaning that human capital is a key source of our competitiveness. 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, as well as by allowing them to acquire new and hone existing specialized knowledge and technical skills.

Operational and control structure

In addition to a nationwide network, we have created a proprietary operational and control structure to facilitate the provision of on-line security systems

across Japan. 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.

Operating highlights

Commercial security services

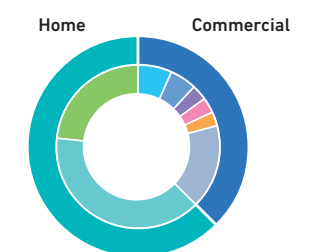
We continue working to develop a business infrastructure that supports the operations of commercial security subscribers. To this end, we are enhancing our menu of high-value-added services, centered on on-line security systems, through integration with open cloud services.

Enhanced usability continues to underpin the expansion of the System Security AZ series

System Security AZ is an all-in-one solution for commercial security subscribers that helps support operations, by helping manage risk, including through the prevention of crime and monitoring for fires, as well as by facilitating employee attendance and facility management. This system continues to receive praise for its convenience and ease of operation, enabling users to access image sensor footage using a dedicated smartphone app and to view chronological operation logs, thereby confirming what operations have been performed, when and by whom. The app also makes it possible to check image sensor footage and security status, as well as to arm and disarm the system, remotely. We have reinforced the integration of System Security AZ and surveillance cameras, as well as improved security and usability by making it possible not only to arm and disarm the system, but

Contracts for On-line Security Systems in Japan

(As of March 31, 2026)



Service industries	6.7%
Financial services	5.3%
Retailing/wholesaling	3.2%
Manufacturing	3.0%
Government agencies	2.9%
Other	16.5%
Residences (excluding condominiums and apartments)	39.2%
Condominiums and apartments	23.2%

Note: Breakdown is of total contract volume.

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also to view images from SECOM IP Camera surveillance cameras from a single app.

System Security AZ-Air features a compact controller that can be connected wirelessly to various security sensors, making it optimal for small and medium-sized offices, as well as for retail facilities, where aesthetics are an important consideration. System Security AZ-Air can also be linked to SECOM IP Camera surveillance cameras to facilitate the monitoring of a live feed from the AZ-Air controller or a smartphone.

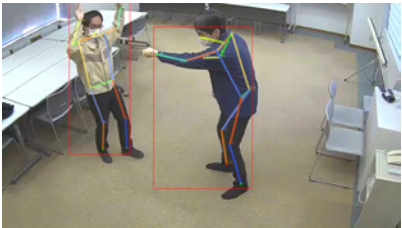
System Security AZ-Access can be used at a variety of premises, including office buildings, research facilities, factories and large-scale commercial facilities, and enables the use of various authentication methods for entering and exiting, as well as the centralized management of as many as 1,000 locations. The use of SECOM Smartphone ID eliminates the need to issue IC identity cards and facilitates swift, secure authentication using a smartphone instead.



AZ Access facilitates swift authentication using the SECOM Smartphone ID app

Systems that leverage AI to reduce the burden of monitoring

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, which boasts a built-in AI function, analyzes images and detects the movement of people and objects—including intrusions, obstructions and



Example of human behavior (threat) detected by the SECOM AI Behavior Detection System

congestion—within a predetermined area and notify the subscriber in the event of an irregularity by displaying an alert on the monitor and sending an email. This not only facilitates the early detection of damage or accidents but also expedites initial responses.

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

In April 2026, we established a specialized department that is tasked

with boosting the operational efficiency of existing services, enhancing customer experiences and creating new services that integrate AI technologies with other elements.

Leveraging robots and AI to reduce labor requirements

Amid rapid technological advances and increasing labor shortages, DX is playing an increasing role in the security services industry, with advanced technologies in areas such as robotics and AI finding increased use in security systems, including static guard services, thereby helping bolster the precision of such services while reducing the need for human resources.

In March 2025, our cocobo autonomous security robot was approved as a remote-controlled small vehicle by meeting standards set under Japan's Road Traffic Act, meaning that cocobo can now be used on public roads and in open public spaces around sites during the day and at night. We are currently promoting the deployment of cocobo in large office buildings and event spaces, as well as conducting field tests in multipurpose complexes, temples and other large-scale facilities.

In February 2026, in collaboration with a major telecommunications provider, we were awarded a defense contract by the Japanese Ministry of Defense to build a remote automated security system for the JGSDF.



The cocobo autonomous security robot can patrol on public roads during the day and at night



Together with our partner, we are working to develop and extend a system that will lower the burden on JGSDF personnel while at the same time providing around-the-clock security. Going forward, we will continue working to help strengthen Japan's critical infrastructure and to build a social infrastructure conducive to safety and peace of mind.

Products that help address customer harassment

Customer harassment—abuse of staff by customers in the form of unreasonable demands and inappropriate behaviors—has become a serious issue, and despite the passing of laws and regulations obliging companies to take action, the difficulty of verifying the circumstances of such incidents when they occur remains a challenge.

In August 2025, we completed development of the Safe Assist customer harassment protection service, which enables employees to report incidents of customer harassment to their supervisors from their iPhone or Apple Watch using a dedicated app. Employees who interact with customers in stores or other locations can start an audio recording and report if they feel concerned or sense danger to their supervisor using a HELP alert function. Supervisors can listen to the recording in real time and track the employee's location, enabling them to assess the situation swiftly



The Safe Assist customer harassment protection service helps ensure employees' safety and peace of mind

and take prompt action. If the situation escalates and the employee believes their safety is at risk, they can also request SECOM to contact the police. We also offer other services that support effective efforts to address customer harassment, including COCO-SECOM, which allows users to report emergencies to SECOM, along with their location, and the Interactive Security Service, an image-based service that enables the transmission of surveillance camera video and audio to SECOM, which dispatches emergency response personnel and notifies the police.

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 equipped with facial recognition, 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.



High-performance LCD controller for SECOM Home Security NEO

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 sensors do not detect any movement for a set period of time, an alert is sent to SECOM. Family members living apart 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.

In October 2025, SECOM Home Security received a 2025 Good Design Long Life Design Award, which recognizes timeless products and services that can be seen as models for the designs of the future while continuing to be recognized as timeless standards. The award recognized our ongoing ability to design products and services that embody the intangible value of safety and peace of mind from a multifaceted perspective and to realize interfaces appropriate for the times.

Window solutions that deliver outstanding security and improved living environments

SECOM Anshin Glass SG, a safety glass boasting outstanding impact and shock resistance developed through collaboration between SECOM Intelligent Systems Laboratory, which boasts a wealth of expertise in protection against crimes, and a leading glass manufacturer, recently earned compliance with EN356 P6B, the European standard for security glass. With concern in Japan rising over a series of burglaries targeting vacant houses, the use of SECOM Anshin Glass SG together with SECOM Home Security ensures a prompt response in the early stages of a crime, with sensors instantly detecting any attempts at vandalism, triggering

the dispatch of SECOM emergency response personnel if necessary.

Our protective window film for residential interiors blocks the infrared rays from direct sunlight that passes through window glass, preventing indoor temperatures from rising and reducing the need for air conditioning. In March 2026, we revamped our lineup of products developed to improve living environments to better respond to the needs of companies seeking to enhance working conditions, promote environment-friendly initiatives and contribute to decarbonization, which has bolstered demand. Looking ahead, we will continue working to help realize a society where anyone and everyone enjoys peace of mind.

Other security services
Japan's first home-use AED with an auto-shock function

In Japan, approximately 90,000 people annually are taken to hospital by ambulance in cardiac arrest, with 67% of cases occurring at home. In July 2025, we launched SECOM MyAED, the country's first home-use automated external defibrillator (AED) equipped with an auto-shock function. This reduces the risk of hesitation by potential rescuers causing a delay in pressing the shock button and is expected to improve survival rates. As of March 31, 2026, SECOM AEDs had contributed to the saving of more than 4,000 lives, while cumulative sales had exceeded 400,000 units. Going forward, we will



SECOM MyAED home-use AED equipped with an auto-shock function

continue working to help ensure these lifesaving devices are available to anyone and everyone whenever they are needed.

Overseas security services
Extension of services in 15 countries and territories

We have steadily expanded our operations in overseas markets since 1978, when we established a presence in Taiwan. With the acquisition of AVTEL Holdings in October 2025, we expanded our presence into India and the Netherlands, as a result of which our overseas security services business encompasses operations in 15 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 foremost company in the local security services market, offers a broad lineup of services ranging from security management systems for large-scale facilities to home security. Taiwan Secom is also actively deploying cloud computing, AI, IoT and other advanced technologies.

Operations in the Republic of Korea (ROK) are spearheaded by S1, which is publicly listed and the local market leader, and include the provision of a wide variety of high-value-added services tailored to customer 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 of emergency depots, underscoring growth in subscriber numbers.

We have created an extensive security services network in the PRC that centers on bases in coastal cities. We are in the process of reconfiguring our local operations

in light of changes in the operating environment. We are also focusing on the launch of new products tailored to local needs. In response to the country's aging population, in July 2025, we began offering an emergency alert service.

In Southeast Asia, which we have designated as a priority region and where markets are expected to see continued growth, SECOM Group companies in Thailand, Malaysia, Singapore, Indonesia and Vietnam strive to boost sales and promote local acceptance of on-line security systems. (More details are provided below.)

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

In Turkey, we leverage a network of local partners to extend security services that range from home security to security management systems for large-scale facilities. We also promote solutions optimized for the local market.

Subsidiary Secom plc delivers high-grade on-line security systems and other security services across the United Kingdom, earning a strong reputation among security-conscious clients such as financial institutions, nationwide hotel chains and restaurants. In May 2025, we acquired Radiocontact, based in Northern



Emergency response personnel (Indonesia)

Ireland, reinforcing our operations both there and in Ireland, where we first established a presence in 2024.

Achieving further growth in promising overseas markets

Strengthening our overseas operations, particularly in promising markets, is one of the core strategies set forth in SECOM Group Road Map 2027. In line with this strategy, we are working to add depth to existing businesses and to expand into untapped markets and new business areas.

In September 2025, we began offering SECOM Smart Security, an on-line security system that delivers improved convenience, in Indonesia. Thanks to the use of digital marketing, contract volume for this system continues to increase, underpinning greater market penetration. Going forward, we aim to expand our provision of this system to other countries.

Additionally, we are enhancing our systems integration (SI) capabilities to extend sophisticated security

services for large-scale facilities. In recent years, our track record, together with the high marks given to the quality of our services, have enabled us to secure orders for major projects, including for security services for power plants and data centers, in Singapore and Malaysia. In Australia, we are capitalizing on our extensive experience in SI to secure recurring orders.

In October 2025 we acquired AVTEL Holdings, a global security systems integrator*1 serving mainly the Asia-Pacific region (East Asia, Southeast Asia and Oceania) and Europe, the Middle East and Africa (EMEA), which became a wholly owned subsidiary. We look forward to this acquisition supporting the introduction of advanced security systems that comply with security standards of companies around the world. We will also capitalize 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.

In another initiative, we are investing in promising new business areas to lay the groundwork for new growth and realize synergies over the medium to long term. We have invested in Brivo, Inc.,*2 a leader in video surveillance as a service (VSaaS)*3 and access control as a service (ACaaS),*4 primarily in North America. We are



SECOM Eyes on Cloud, which uses cloud-based technology from Brivo

leveraging Brivo's cloud-based security systems by incorporating them into existing services in other countries and territories where we currently operate. In Thailand, for example, we offer the SECOM Eyes on Cloud service, which uses Brivo's cloud-based surveillance management platform, which makes it possible for customers to manage surveillance images securely and efficiently across multiple locations and devices while helping minimize initial costs.

Going forward, we will work to fortify our operating foundation in overseas markets, including by enhancing next-generation control center services and IT security capabilities. In addition, we will promote legal and regulatory compliance, meticulous performance monitoring, and the securing and fostering of human resources, as well as build a proactive security*5 services model. By encouraging global awareness of the SECOM brand and accelerating autonomous growth, and by expanding into new geographic and business areas, we will seek to establish ANSHIN as a universally recognized term synonymous with peace of mind.

*1 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.

*2 Brivo and Eagle Eye Networks, Inc., two companies in which SECOM has invested, merged in the fiscal year ended March 31, 2026, and currently operate under the name Brivo.

*3 VSaaS enables users to access, manage and analyze video surveillance information in the cloud.

*4 ACaaS enables users to control and manage on-premises access control devices in the cloud.

*5 Proactive security is an approach that emphasizes leveraging cutting-edge technologies such as AI to detect threats in advance and deter crime.

Fire Protection Services

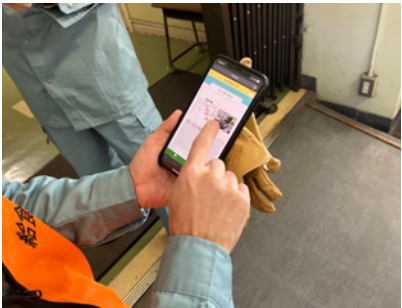


Operating highlights

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, having established fully integrated service frameworks that span R&D, systems planning, design, manufacturing, installation and maintenance. Both companies have built strong relationships with customers by responding to demand for fire prevention solutions for diverse applications in local communities, including office buildings, production facilities, tunnels, cultural properties, ships and residences. Drawing on their extensive track records, Nohmi Bosai and Nittan deliver safety and peace of mind by extending proposals for new builds, as well as recommending replacement systems to customers in the renovation market.

N-HOPS: App supporting the operation of evacuation centers

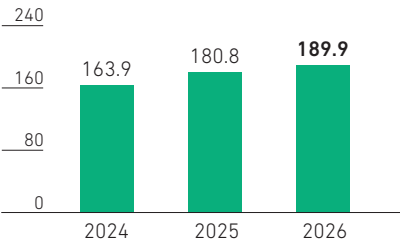
The effective operation of evacuation centers when a major disaster strikes depends on the creation of environments in which local government employees and residents can take initial steps in accordance with predetermined procedures regardless of individual experience. In May 2026, Nohmi Bosai began offering N-HOPS, an app that provides a visual guide to the actions necessary to set up and operate an evacuation center and digitally supports step-by-step



N-HOPS evacuation center support app (Nohmi Bosai)

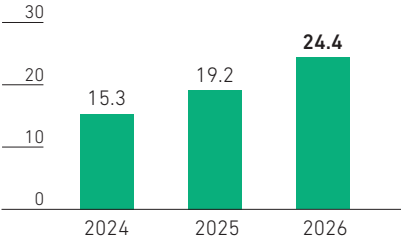
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



implementation. In demonstration testing conducted with multiple local governments, N-HOPS earned praise for making set-up processes less time-consuming than when printed manuals are used, as well as for being customizable for individual facilities.

Looking ahead, Nohmi Bosai will leverage the expertise it has gained in the fire protection services business to extend digital services that support the efforts of individuals in disaster situations, thereby contributing to more effective disaster responses.

Fire protection systems earn Good Design Awards

A Nohmi Bosai automatic fire alarm that integrates a manual call point and ring-shaped location lamp in a single concentric unit was recently honored with a prestigious 2025 Good Design Long Life Design Award, which recognizes designs with functionality and value that have been widely recognized over many years and which are expected to continue being used



Automatic fire alarm with ring-shaped location lamp (left) and heat detector (Nohmi Bosai)

well into the future. Before this alarm was originally launched 11 years ago, standard models featured protruding, cone-shaped location lamps and separate call points, which presented a number of issues, including difficulties in locating call points in dark places and injuries caused by collisions with location lamps installed in corridors. Such issues were resolved with Nohmi Bosai’s development of the ring-shaped location lamp, which has since also been adopted by many other companies. The alarm continues to receive high marks for this, as well as for the fact that it transformed what was essentially a functional device into one that supports safety without compromising the aesthetics of the space where it is installed, thereby contributing to society by delivering excellence in terms of both design and performance.

A Nohmi Bosai smoke detector/heat detector also earned a 2025 Good Design Award. The device garnered praise for achieving a balance between appearance and reliable performance, blending seamlessly with architectural aesthetics, thanks to its matte finish and sleek profile, while remaining easily recognizable by inspectors and maintenance personnel. This smoke detector/heat detector also incorporates the latest performance features, while at the same time

ensuring system and installation compatibility, thereby reducing challenges associated with future updates and long-term operation. Nohmi Bosai will continue working to provide society with superior products that ensure reliable safety and environments conducive to peace of mind.

The new Nittan Multi-Panel (NMP) System for overseas markets

In April 2025, Nittan launched the NMP System, a flexible fire alarm control platform designed for a broad range of applications, including medium- and large-scale commercial complexes, for markets in the Middle East and Southeast Asia. The modular architecture facilitates the creation of an optimal system configuration for each individual project. This system also offers excellent scalability, meaning it can accommodate both complicated equipment requirements and future system expansion.

Indoor location information system and hydrogen fire detector earn acclaim

Nittan’s B Catch Now was recently recognized with the Business Division Gold prize—the top award bestowed—in the PHASE FREE AWARD 2025, presented by the Phase Free Association, which recognizes

highly effective products and services created for daily use that are also useful in emergency situations. B Catch Now is an indoor location information system that uses signals from sensor beacons installed in fire alarms to pinpoint the location of people and objects indoors in real time using a computer, smartphone or other device. Principal applications include the provision of support for first responders in the event of a fire by displaying the positions of people, as well as fire alarms and fire protection equipment. It is also being increasingly adopted for everyday use with the aim of improving communications and bolstering operational efficiency.

Nittan’s Artiedge III-H2FD hydrogen fire detector earned a 2025 Good Design Award. Developed specifically to detect the invisible flame of burning hydrogen, thereby enhancing the safety of facilities where hydrogen is present, this device was recognized for a design that delivers dependable performance in the event of an emergency in an era when fire prevention equipment must ensure safety and at the same time be aesthetically pleasing. Nittan will continue to enhance its development capabilities, one of its key competitive advantages, and to further expand the Artiedge brand.



B Catch Now indoor location information system (Nittan)



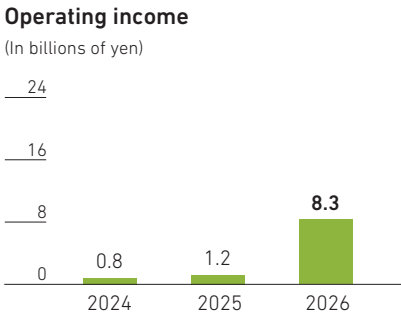
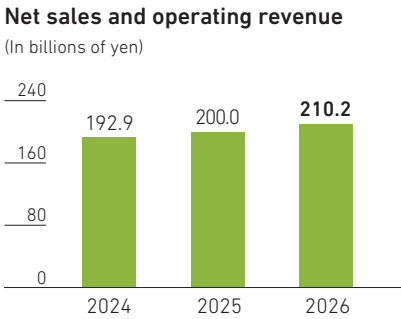
Artiedge III-H2FD hydrogen fire detector (Nittan)



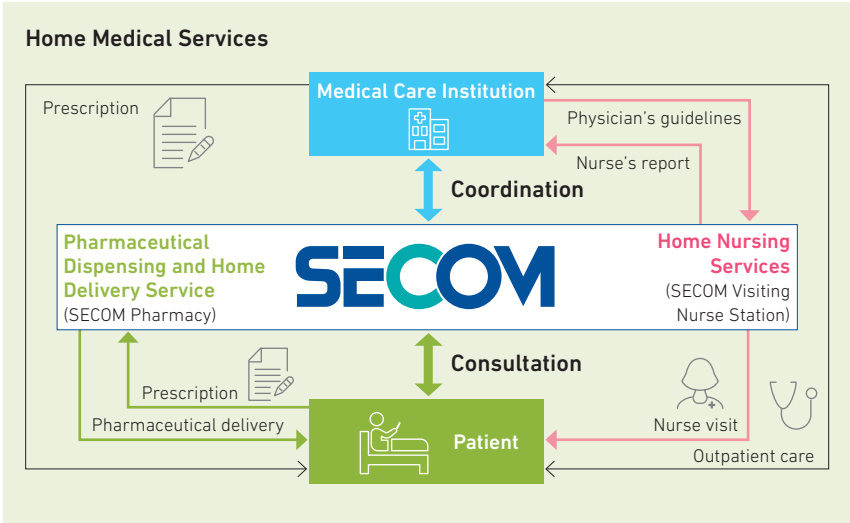
Operating highlights
Believing that protecting health and life is the ultimate expression of our commitment to delivering safety and peace of mind, in 1991 we launched services designed to assist home medical care. Today, we provide medical services with an emphasis on four categories: medical care, personal care, healthcare and preventative care, and ICT-based services. We have also expanded our focus to include the use of 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 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

from a nationwide network of 34 visiting nurse stations and encompass medical treatment and nursing care services provided under the direction of the patient's primary physician. We also offer pharmaceutical dispensing and delivery services for individuals receiving medical care at home. These services include 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, delivering medical hygiene products and providing patient compliance instruction. In addition, we support the operations of 20 affiliated hospitals that extend diverse services, including high-level acute care, rehabilitation, convalescent care and long-term care. We also 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). In emerging economies, where demand for expanded medical care and higher-grade services is strong, our efforts emphasize hospital management. Sakra World Hospital, in India, continues to see growth as a “Japanese-style” general hospital. We also plan to open a second hospital with approximately 350 beds, also in Bengaluru, in 2030, which will offer advanced care, including comprehensive cancer treatment, as well as provide top-notch education and training for doctors and nurses. This new hospital will contribute to the improvement of local medical care, as well as reinforce the infrastructure for its provision.



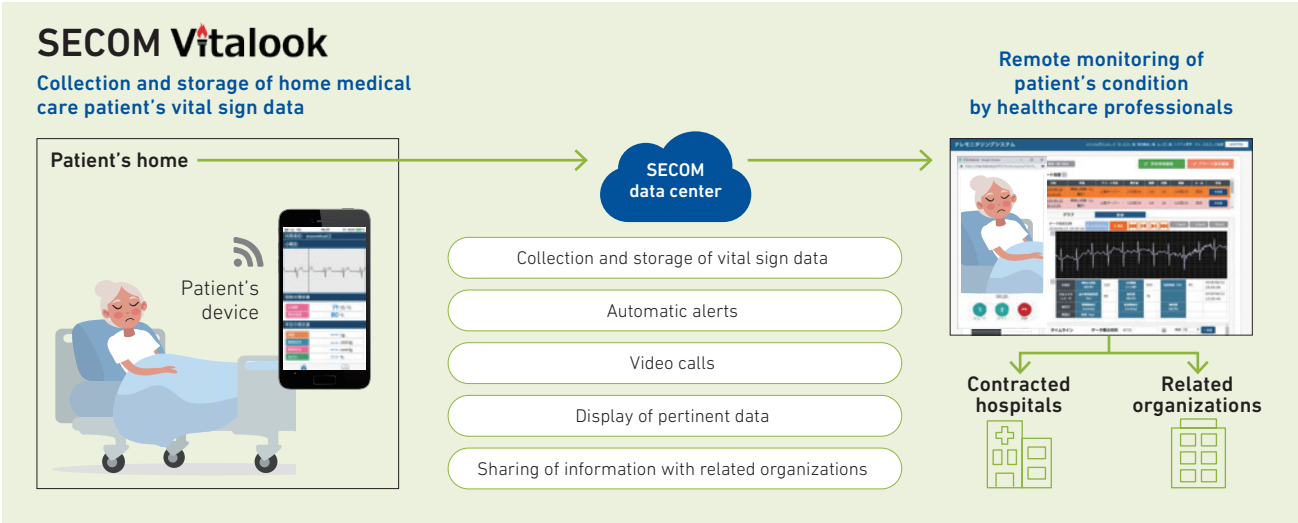
Artist's conception of the new hospital in Bengaluru, India, which is scheduled to open in 2030

Personal care services
This category includes the provision of visiting personal care services and outpatient care services (adult day care) from our 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 operate the membership-based SECOM Health Care Club KENKO and offer telephone-based health consultation services 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 our information network technologies and 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 enables physicians and nursing staff at contracted medical institutions to review home medical care patients' vital data—including

pulse, blood pressure, body temperature and electrocardiogram results—collected and stored at a SECOM data center. The platform also supports video calls and remote auscultation. We are also seeing the expanded use of our electronic medical records services. These include SECOM LINKus, a cloud-based electronic medical records system that allows medical professionals to share information contained in electronic medical records, and Hospi-net, a remote image diagnostic support service that allows radiologists to assist primary physicians' diagnosis by examining medical images and providing consultation. SECOM SMASH, a hospital management information analysis system, continues to earn acclaim for its effectiveness, receiving a HOSPITAL DX AWARD 2026 for excellence in recognition of its highly effective data-driven approach to hospital management reform. Going forward, we will continue striving to deliver safety and peace of mind that seamlessly supports medical institutions and patients with a view to expanding our provision of ICT-based services into global markets.





Operating highlights

We continue to leverage SECOM Group resources to expand our distinctive insurance services business, in line with our belief that delivering seamless 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

MEDCOM is an indemnity-based unrestricted cancer treatment policy that enables 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 November 2025, we released MEDCOM Biz, an unrestricted cancer treatment policy for corporate



SECOT Anshin My Car on-site assistance

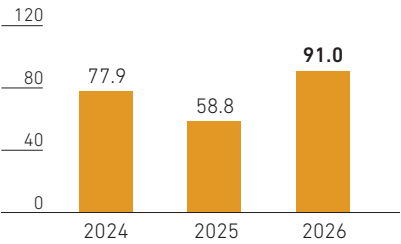
clients that provides comprehensive coverage for executives and employees regardless of an individual's cancer history. This new offering has received positive reviews as a policy that helps individuals balance treatment and their career.

SECOT Anshin My Car

SECOT Anshin My Car is an automotive insurance policy that provides around-the-clock access to on-site assistance, if requested, in the event of an accident. This policy's support services, which include SECOT emergency response personnel contacting the police and emergency services, confirming the

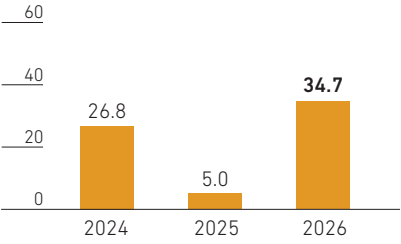
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



seriousness of the accident and photographing the scene, continue to earn high marks.

Fire insurance policies with premium discounts for subscribers with security systems

Residential fire insurance policy SECOT Anshin My Home features discounts 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, offers premium discounts to subscribers who have installed a commercial on-line security system, reflecting the risk-mitigating benefits thereof, while also providing comprehensive coverage. By proposing fire insurance to current on-line security services subscribers, as well as to people who are considering installing such systems, we strive to both drive business growth and create value by encouraging the widespread deployment of security systems and expanding insurance sales.



Operating highlights

Subsidiary Pasco collects geospatial data from sensors mounted on commercial satellites, aircraft, drones, proprietary vehicles and ships, among others, which it 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 customers in the private sector in Japan and in overseas markets. In April 2026, Pasco announced PASCO Group 2040 Vision, which redefines its value proposition and growth strategy and underscores its determination to leverage geospatial information technology to help create a better future for society and the company.

Satellite-based services

In September 2025, Pasco entered into distributor agreements with Japanese small satellite operators and began

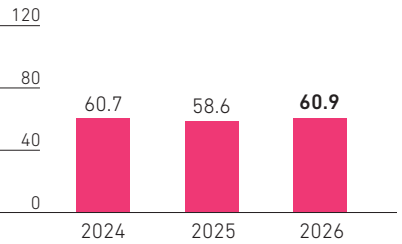
providing observation data from the QPS-SAR and StriX synthetic aperture radar (SAR) satellites, which are capable of capturing high-frequency images, as well as from the GRUS optical satellite. In November 2025, the company began providing data from the Advanced Land Observing Satellite-4 "DAICHI-4" (ALOS-4) in collaboration with the Japan Aerospace Exploration Agency (JAXA) and partner firms. Going forward, Pasco will continue working to support the revitalization of Japan's space industry by promoting and expanding the use of data from domestically built small satellites, while at the same time providing observation, analysis and related services.

Using drones for disaster response and infrastructure management

In January 2026, Pasco signed a basic agreement with a general trading company and a manufacturer of high-precision light detection and ranging (LiDAR) technology for drones

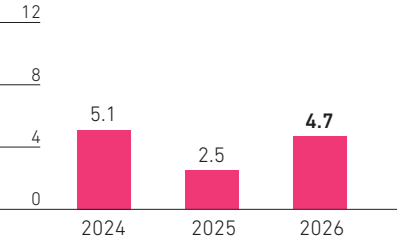
Net sales and operating revenue

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Operating income

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to collaborate on the practical application of fixed-wing drones capable of vertical takeoff and landing for aerial surveying. Pasco also conducted verification testing aimed at expanding the range of applications for 3D laser measurement technology to improve the sophistication and efficiency of, and reduce the labor needed for, surveying work in such areas as disaster response, disaster prevention and wide-area infrastructure management, as well as to support the sustainable development of the aerial surveying business.



A high-performance eVTOL fixed-wing drone, manufactured by Wingcopter GmbH of Germany, equipped with an unmanned aerial vehicle-mounted YellowScan Voyager scanner (Photo courtesy of ITOCHU Corporation)



BPO and ICT Services

Operating highlights

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 contact center, back-office support and a wide range of other BPO services. Services provided by all three companies continue to be highly evaluated by customers.

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

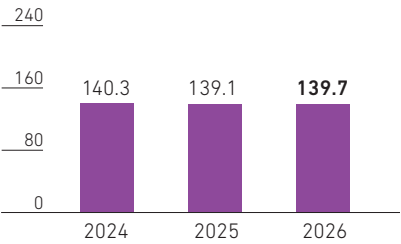
Secom Trust Systems, which develops and operates IT systems for the SECOM Group, leverages its highly secure and robust Secure Data Center® to provide large-scale disaster preparedness, information security and cloud-based services, among others. In the area of large-scale disaster preparedness, the company extends services that assist customers in the formulation of BCPs encompassing

everything from advance preparations to initial response and recovery. The Secom Safety Confirmation Service is the leading crisis management system in Japan. In July 2025, the company also integrated this system with SmarTHR—Japan’s leading cloud-based human resources and labor management software—via application programming interface, enabling it to assist customers in improving their operational efficiency and accelerating digital transformation (DX). In June 2026, Secom Trust Systems received an ITreview Grid Award “Leader” award in the safety confirmation systems category. This was the fifth consecutive year we have been honored with this award. The ITreview Grid Award program is conducted by ITreview, a noted review platform for business-use IT products and cloud-based services.

In the area of information security services, Secom Trust Systems offers comprehensive support for customers in protecting their information from cyberattacks. These services range

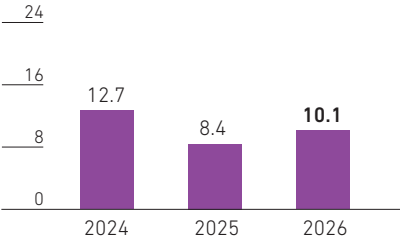
Net sales and operating revenue

(In billions of yen)



Operating income

(In billions of yen)



from advance diagnostics and countermeasures to around-the-clock monitoring and assistance with responses in the event an incident occurs. The company is working to realize a new all-inclusive cybersecurity monitoring service, which will incorporate its Attack Surface Assessment Service, facilitating prompt responses to security risks, as well as provide monitoring for customer environments, including endpoint, network and cloud security.

Secom Trust Systems also provides cloud-based services, including human resources technology and



Inside the Secure Data Center® TC4

document digitization. In August 2025, the digital certificates attached together with electronic signatures for services such as the SECOM Anshin Eco Document Service became compatible with online filings for the Beneficial Ownership of Legal Persons List maintained by Japan’s Ministry of Justice, thereby contributing to companies’ efforts to promote DX.

Secom Trust Systems’ highly secure, robust Secure Data Center® ensures the safe storage of customer data and facilitates the simultaneous provision of multiple ICT services. The Secure Data Center® TC4, a new facility that began operating in October 2025, was designed with a 1,000-rack capacity to facilitate both housing to colocation services, as well as the use of hybrid environments, including support for on-site, public cloud and private cloud integration.

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. In addition to Chuo Center (CC1) and Chuo Center #2 (CC2), the largest network connection hubs in the Tokyo metropolitan area, the company operates Chuo Center #3 (CC3), which is equipped to support next-generation technologies such as AI.



At Tokyo’s CC3

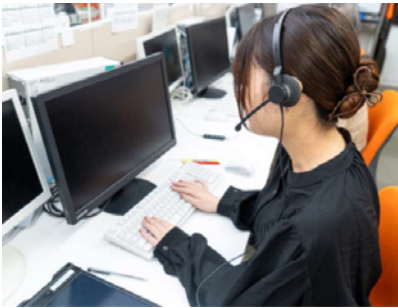
As part of an effort to provide more robust connectivity on a nationwide scale by opening access points for its ATBeX (“AT TOKYO Business eXchange”) network platform service, in 2025 At Tokyo launched ATBeX Tokyo West Access Point within the Secom Trust Systems’ Secure Data Center®.

At Tokyo is also working to expand the use—and enhance the security—of generative AI through collaboration with other companies. In November 2025, At Tokyo embarked on a proof-of-concept (PoC) test for validating graphics processing unit (GPU) service business models with one of Japan’s foremost GPU data center operators. In 2026, the company collaborated with major systems integration and data protection firms to launch Secure Data Vault, a backup solution that supports companies’ efforts to counter the danger of ransomware attacks.

BPO services

The need for high-grade contact center, back-office support and training services continues to increase 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 praise for the quality of its services, which deliver safety and peace of mind.

The TMJ Generative Solutions series comprises a range of services



A TMJ contact center

that transform traditional contact centers into hybrid contact centers, which combine human expertise and digital technologies. New additions, notably an automated customer service quality evaluation function, introduced in August 2025, and an AI role-playing training tool, added in April 2026, are driving dramatic improvements in contact center productivity and the reduction of costs.

With the revision of Japan’s Insurance Business Act, rules governing the operation of insurance agencies have become more stringent. In October 2025, TMJ—which has extensive experience in the provision of services to companies in the insurance sector—launched an insurance center establishment, operation and support service, an optimized package of BPO services specifically for companies in the insurance industry. This new offering enables TMJ to assist companies in addressing challenges facing the insurance industry and at the same time to expand the scope of its own operations.

With Japan’s Ministry of Education, Culture, Sports, Science and Technology having set a target for enrolling 400,000 international students, increasing the efficiency of administrative tasks that require specialized skills has become a common theme for universities across the country. In March 2026, a private university-affiliated company that provides solutions to support the admission of international students selected TMJ’s subsidiary in the Philippines to outsource certain of these services, commending the subsidiary’s multilingual support capabilities and operational design capabilities. TMJ will continue to support universities’ efforts to streamline administrative tasks and attract international talent.