

KGIs and KPIs for Material Sustainability Issues

Scope of Targets: ①SECOM CO., LTD., ②SECOM CO., LTD. and domestic consolidated subsidiaries, ③SECOM CO., LTD. and consolidated subsidiaries (including those overseas)

Material Sustainability Issues	KGIs	KPIs	Targets	Target Years	FY2021 Results	FY2022 Results	FY2023 Results	FY2023 Main Initiatives (progress, etc.)	Scope of Targets
Customer-oriented services	Aim for zero loss of life or property								
		Crime prevention rate* ¹ for intrusions and thefts	100%	2030	Undisclosed	Undisclosed	Undisclosed	Appropriately managed results internally and continued to implement initiatives to achieve our targets	①
	Aim for zero customer concerns								
		Response rate* ² to telephone calls from customers	96%	2026	94.3%	91.3%	89.8%	・Analyzed factors that prevent us from achieving our targets ・Studied and implemented initiatives that utilize digital technologies	①
Leveraging advanced technologies and partnerships		"Peace of mind" score in surveys of SECOM Home Security subscribers	100%	2030	95.9%	96.3%	96.4%	Conducted training for sales employees	①
	Continue to create Japan's first services that innovatively offer "safety and peace of mind"								
		News reports on research achievements that contribute to peace of mind for society	30/year	2030	7	10	20	Actively communicated results of our research through the SECOM Intelligent Systems Laboratory website	①
		Development/announcement of new systems and services that are firsts in Japan* ³	Cumulative total:10	2030	1	1 (Cumulative total:2)	3 (Cumulative total:5)	・Released the YORISOS app, which links to the Apple Watch's fall detection feature ・Completed development of the SECOM Drone XX, which uses AI ・Released dot-i, a web-based service	①
Employee self-realization and diversity		Number of verification tests conducted together with other companies, local governments, educational institutions and others* ³	Cumulative total:100 (10/year)	2030	8	4 (Cumulative total:12)	7 (Cumulative total:19)	Conducted three verification tests with other companies and four with local governments	①
		Percentage of security equipment and systems requiring no installation* ⁴	10%	2030	7.1%	6.8%	8.2%	Contributions from the newly released web-based service dot-i, etc.	①
	Realize job satisfaction for employees and create employee-friendly workplaces								
		Training hours per person	50 hours/year	2030	26.6 hours (42.2 hours)* ⁵	28.4 hours (42.6 hours)* ⁵	28.1 hours	・Training hours were redefined to include group training outside the HD (Human resources Development) Centers, external training and seminars, education on certifications necessary for business purposes, and e-learning, in addition to training held at the HD Centers, and were recalculated accordingly. ・Expanded our selection of training offerings	①
Fair corporate activities and respect for human rights		Paid leave usage rate	80%	2030	62.0%	72.9%	66.4%	Increased the number of paid leave days granted to employees, which decreased the paid leave usage rate, but continued to make efforts to encourage employees to use paid leave for improving worker-friendly environments	①
		[New KPI] Score on the Survey on Health and Productivity Management	The Health & Productivity Stock Selection	2027	—	—	Disclosure planned for 2025	Set as KPI from FY2024	①
	Achieve active participation for human resources by capitalizing on diversity								
		Female managers as a percentage of total management team	30%	2030	10.4%	11.1%	11.7%	Launched leadership improvement workshops for administrative departments and worked to motivate female employees to take management positions	①
Decarbonization and a recycling-based society		Gender pay gap* ⁶	85%	2030	70.5%	72.9%	74.5%	Continued to expand range of positions available to female employees and foster female leaders	①
		Percentage of male employees taking childcare leave	50%	2025	9.4%	25.2%	45.8%	・Confirmed intentions of all eligible employees regarding taking childcare leave ・Actively publicized the use of childcare leave, including through special features in the online Company newsletter on employees who took childcare leave	①
	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	97.0%	97.7%	99.7%	Continued to carry out human rights awareness activities for all employees	①
Coexistence with local communities	Foster a lively and open corporate culture by pursuing correctness								
		Contributions to lifesaving, fraud prevention and other initiatives (Commendations received from the president or a division head)	—	Annual	288 awards	347 awards	375 awards	Actively introduced examples of contributions in our online Company newsletter, etc., and used them to invigorate communication within the Company	①
		[New KPI] Percentage of internal audit implementation (for security services offices)	100%	Annual	—	—	100%	Set as KPI from FY2024	①
	Achieve Carbon Zero 2045								
Decarbonization and a recycling-based society		Decrease in greenhouse gas emissions from the fiscal year ended March 31, 2019	45%	2030	5.9%	11.1%* ⁷	28.3%	・SECOM CO., LTD. achieved 100% transition to renewable energy. ・A Group company, At Tokyo Corporation, started offering some of its data center services with electricity generated from virtually 100% renewable energy.	③
		Renewable energy as a percentage of total energy used	100%	2045	7.3%	13.4%	28.8%	・Became the first company in Japan's security services industry to introduce a virtual PPA scheme and expanded use of renewable energy with additionality	③
		Evs* ⁸ (excluding special vehicles) as a percentage of total business vehicles	100%	2030	30.0%	34.8%	39.9%	・Switched over to EVs in accordance with our plans ・Collected information regarding new vehicles and considered alternatives for models that are not EV versions	②
		BEVs and FCEVs (including motorcycles) as a percentage of total business vehicles	100%	2045	13 vehicles	29 vehicles* ⁹	39 vehicles	・Switched over to new vehicles, starting with ones with alternative capabilities ・Installed charging equipment at security services offices	②
Coexistence with local communities	Realize a circular economy								
		Virgin plastics derived from fossil resources as a percentage of total materials used in containers and packaging* ⁴	0%	2030	—	75.8%	75.6%	Began using materials containing plant-derived raw material (biomass polyethylene) for protective polyethylene bags for equipment and accessories, etc., starting with frequently used equipment	①
		Plastics derived from fossil resources as a percentage of total materials used in containers and packaging* ⁴	0%	2045	—	75.8%	75.7%	Began considering switching from plastic to cardboard shock absorption material	①
	Earn society's trust as a company that contributes to the safety of local communities								
Coexistence with local communities		Participants in Child Safety Workshops (DVD teaching materials)	100,000/year	2027	9,448 persons	22,515 persons	16,771 persons	Analyzed factors that prevent us from achieving our targets and considered switching to new methods instead of using DVD teaching materials	①
		Annual visits to SECOM's safety awareness websites	3,000,000 page visits* ¹⁰	2027	2,500,000 page visits	2,850,000 page visits	2,520,000 page visits	Updated the website for easier viewing on smartphones	①
		Partnerships with local enterprises (business collaboration, joint participation, cooperation)	10/year	Annual	3	14	10	Collaborated with various local companies at our regional headquarters in Japan	①
		Participants in AED training sessions	40,000/year	2030	16,000 persons	27,030 persons	27,825 persons	Conducted numerous lifesaving workshops at regional events, disaster areas, etc.	①

*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 Recalculated and revised results. Figures within parentheses are results based on previous definition.
*6 The ratio of average female pays to average male pays. There is no gender pay gap for people doing the same work. Pay gaps are the result of differences in job type and certification levels.
*7 Overseas emission factor has been revised and recalculated.
*8 Electric vehicles: Hybrid electric vehicles (HEVs), plug-in hybrid electric vehicles (PHEVs), battery electric vehicles (BEVs) and fuel-cell/hydrogen electric vehicles (FCEVs)
*9 Recalculated due to duplicate counting
*10 Target values redefined due to changes in tabulation methods