



Providing Trustworthy Security Services

ALSOK is expected to maintain high levels of social trust while acting in a highly ethical and disciplined manner. We therefore position compliance and business continuity as management issues of extreme importance, and are advancing various initiatives in relation to these matters.

Promotion of Compliance throughout the Group

ALSOK has established a Compliance Committee headed by the executive officer in charge of compliance. The committee strives to spread and install an unwavering awareness of compliance in all executive officers and employees based on compliance rules. We also promote compliance throughout the Group with active campaigns, education, and training.

In addition, the ALSOK Hotline was set up in 2004 to enable employees to report and receive consultation on any illegal or other inappropriate conducts within the Group without fear of detrimental treatment. As of March 31, 2019, the ALSOK Hotline was available to the employees of ALSOK and 71 Group companies.

Compliance-Related Campaigns in the Fiscal Year Ended March 31, 2019

Period	Theme
Apr.–May	Education on compliance
Jun.–Jul.	Thorough labor management (compliance with Article 36 agreement, eradication of excessive work hours and unpaid overtime work)
Aug.–Sep.	Thorough compliance with the Road Traffic Act
Oct.–Nov.	Thorough compliance with business-related laws and regulations
Dec.–Jan.	Prevention of information leaks through appropriate use of information systems
Feb.–Mar.	Thorough compliance with industry-specific laws and regulations by the proper preparation of statutory documents

Measures for Protecting and Managing Information Assets

Because the ALSOK Group handles material information of customers in many occasions including security services, we recognize the appropriate protection and management of information assets as an important management issue.

With this in mind, we established a Basic Information Security Policy in 2004 to apply to all employees, including executive officers, and all information assets. In addition, we are implementing countermeasures against information leakage risk. For example, we promote the acquisition of PrivacyMark® and international certification for information security management systems and have established an internal computer security incident response team, ALSOK-CSIRT, as a precaution for the risk of serious information security breaches.



Business Continuity Management

Business Continuity Plan and Preparation for Emergencies

ALSOK has established a business continuity plan (BCP) in preparation for a wide range of potential disruptions such as major earthquakes, typhoons, and other natural disasters, system malfunctions, terrorism, and outbreaks of new strains of infections. Based on this BCP, we acquired certification under ISO 22301, the international standard for business continuity management system (BCMSs), in March 2014 to ensure preparedness for all potential risks. For example, we have created our own disaster manual and conduct comprehensive disaster response drills twice a year as well as other drills such as drills for employees reporting to duty on foot and for safety confirmation to prepare for natural disasters.



Comprehensive disaster response drills

Improvement of Security Service Quality and Customer Satisfaction

In-House Competitions

The ALSOK Group has been holding the Sohgo Security Alliance Quality Improvement Tournament every year since 2010 to encourage employees to improve their service execution skills as a way to enhance the quality of security services. In this tournament, employees compete in various events that are directly related to our actual services.

At the ninth tournament in November 2018, a total of 239 employees advanced from preliminary tournaments held across Japan to put skills honed through daily operations to the test in the main tournament's 19 events including "arrive-on-the-scene services" and "first aid."

Taking into account the expected increase of visitors from abroad for international conferences and sports events, we included events in language service and luggage inspection categories in anticipation of the need to manage multilingual services and accommodate wheelchair users.

After the tournament, videos of the winners of these events demonstrating their skills are made available for viewing on the Company bulletin board as part of our concerted efforts to improve service executions skills and the quality of security services.



第9回総合警備連盟品質向上競技大会

List of Tournament Events

- ① Search procedure after receiving alarm
- ② Response to ATM failure
- ③ Arrive-on-the-scene services
- ④ Technical services
- ⑤ Funds: Opening work
- ⑥ Basic life support procedure
- ⑦ Indoor fire hydrant operation
- ⑧ Luggage inspection
- ⑨ Security transportation: Responses to assaults
- ⑩ Alarm response procedure at Guard Center
- ⑪ Telephone manners contest
- ⑫ Driving contest: Four-wheeler vehicle
- ⑬ Driving contest: Three-wheeler vehicle
- ⑭ Driving contest: Security transportation
- ⑮ Sales: New corporate customer development
- ⑯ Sales: Coaching
- ⑰ Language service
- ⑱ Security command
- ⑲ Team drills
- etc., drone contest as a pre-event

Breakdown of Customer Input Reports Compiled by ALSOK

(Fiscal year ended March 31, 2019)

Customer feedback such as opinions, requests, complaints, and praises is reported to the executive officer in charge and the President on a daily basis and is shared with all employees to improve our services.

Reports of Praise **2,471**
Reports of Complaints **880**

Changes in Customer Input Reports

