

Initiatives for Realizing Sustainable Improvement in Corporate Value

Material CSR Theme **1** Consumer: **Providing Products and Services that Help Resolve Social Issues**

ALSOK is providing a multifaceted lineup of products and services that help resolve the issues faced by customers and society. This task is accomplished by leveraging its security services expertise based on an accurate understanding of ever-changing social trends, such as aging populations, declining birthrates, and the tendency toward nuclear families.

Relationship with SDGs



Collaborative Services for Protecting Society's Safety and Security Together with Municipal Governments and Companies

Resolution of Social Issues Together with Municipal Governments

The population of Japan is aging to a degree not seen anywhere else in the world, a trend presenting many issues to be addressed by society. In light of this situation, the ALSOK Group has deployed services to watch over citizens and thereby address the issues faced by municipal governments throughout Japan. These issues include the lack of commissioned welfare volunteers and trouble developing emergency reporting systems for responding to population aging.

In addition, ALSOK has developed a framework through which communities can take the initiative in looking after dementia sufferers to prevent such individuals from becoming lost. This system, which utilizes our MIMAMORI Tags, MIMAMORI Tag App, and MIMAMORI Tag Detectors, has been provided to certain municipal governments as part of a verification test targeting the development of regional networks for watching over dementia sufferers. In November 2016, this project was designated as a smart wellness housing test project as promoted by the Ministry of Land, Infrastructure, Transport and Tourism. Currently, the Company is working together with 10 municipal governments throughout Japan to advance initiatives targeting the resolution of issues faced by local communities.

Number of Municipal Governments using ALSOK's Emergency Reporting Systems (As of March 31, 2017)

425

Products and Services for Responding to Natural Disasters and Addressing Aging Infrastructure

Earthquakes and water damage from causes such as concentrated torrential downpours have recently been occurring in high frequencies, posing a very real threat to society. While it may be difficult to predict natural disasters, appropriate response measures can be taken to prevent the spread of disaster damages. ALSOK provides services such as its Underpass Monitoring Service and Flood Prevention Act response solutions to support customers in responding to natural disasters. At the same time, the aging of social infrastructure is also becoming a serious issue. Road surfaces, for example, require appropriate upkeep, but the expensive surveys this upkeep entails place a major burden on municipal governments. ALSOK's road monitoring services, which include road surface monitoring and pavement repair plans, help reduce such upkeep costs while simultaneously contributing to the development of communities in which everyone can enjoy safety and security in their lives.



Wildlife Damage Countermeasure Services that Help Preserve Satoyama (Village-Vicinity Mountain)

In recent years, damage to crops from deer, boars, and other wildlife has been becoming an increasingly more serious and widespread issue. Catalysts for this major social issue, which leads to damages in the area of ¥20.0 billion each year, include the expansion of areas in which wildlife resides and the decrease and aging of Japan's hunter population.

Traps are being deployed across Japan to catch such troublesome wildlife, but the process of checking these traps and removing the captured animals can place a great burden on municipal government organizations and hunting associations. Accordingly, there is a need to increase efficiency with this regard.

ALSOK provides wildlife damage countermeasure services utilizing trap monitoring devices that send emails to users when a trap is activated.

These services not only reduce the labor burden associated with trapping, but also contribute to quick detection of cases in which traps capture animals that are not harmful or cause injury to humans. In this manner, our services help protect the safety and security of farmers and preserve pristine Satoyama rural areas.



Captured boar

Vacation Rental Support Solutions Contributing to Security of Communities

Due in part to the measures of the national government's growth strategies, there has recently been a rise in the number of inbound visitors to Japan. New government targets for such visitors have been set, calling for 40 million inbound visitors to Japan by 2020 and 60 million inbound visitors by 2030. Given these targets, increasing the number of lodging facilities in Japan is an urgent task. In light of this situation, the government is preparing to institute a law in 2018 to regulate rental property businesses that entail renting vacant rooms at homes or condominiums on a short-term basis. Important issues faced in these businesses include measures to ensure the safety of lodgers, such as the installation of fire extinguishing and crime prevention systems, as well as measures to protect the safety and security of the surrounding community.

To address these issues, ALSOK provides vacation rental support solutions offering comprehensive support for all aspects of rental property businesses. Through these solutions, ALSOK will install the necessary fire extinguishing equipment, conduct remote monitoring for fires, and supply other fire and crime prevention measures. We also sell and manage the AEDs needed as part of first-aid provisions and perform cleaning services. By providing these solutions, we are contributing to the development of communities in which inbound travelers and residents alike can stay and live with a feeling of security.

New Products and Services for the Aging Society

Products and Services for Watching Over Elderly Family Members Living Separately

As the number of households comprised solely of senior citizens increases, there is a growing need for services to watch over these individuals. HOME ALSOK MIMAMORI SUPPORT is a service that entails installing control terminals with emergency call buttons that can be pushed to have a security guard rush to the scene at any time of day. These guards will confirm the status of the individual in question and contact family members and also, in the case of an emergency, call paramedics or perform CPR as necessary. In addition, the control terminal has a consultation button that can be pushed to consult our staff about one's health condition, receive information about medical institutions, or ask other questions. We are expanding our line of options for HOME ALSOK MIMAMORI SUPPORT. One such option is the Life Pattern Monitoring Service, which tracks user life patterns and dispatches security guards to investigate the situation should an abnormality be detected. A new service for watching over senior citizens is MIMAMORI Pack, which utilizes MIMAMORI Tags. By installing a MIMAMORI Tag Detector in a senior citizen's home, family members can receive email notifications when the individual has left the house or when abnormalities can be seen in their life patterns, room humidity levels, or other areas. When deemed necessary, family members can request that a security guard be dispatched to the scene, offering an added degree of support for watching over family members living separately.

ALSOK's Vision for Long-Term Care Services

As the population ages, it can be anticipated that the number of people requiring long-term care will increase. In response to this social trend, ALSOK has positioned long-term care services as a new pillar for supporting its business. Customers expect reliability in the long-term care services offered by security services companies, and we are developing our operations in this area with safety and security as our top priority to live up to these expectations. For example, we install security systems at all of the Group's long-term care facilities, and these facilities collaborate with ALSOK offices to carry out evacuation and disaster response drills. In this manner, ALSOK's long-term care service operations will be coordinated with the Company's security services operations to better address the issues faced by the aging society.



Evacuation drill at long-term care facility

Number of ALSOK Long-Term Care Services Bases (As of March 31, 2017)

382

Products and Services Fusing Advanced Technologies and Security Expertise

Ongoing Evolution of ALSOK Zone Security Management

It is becoming increasingly more important to be able to address incidents at facilities and spaces in which large numbers of people gather and to limit the spread of damages from such incidents. There is also a rising need to detect the precursors of crimes so that they can be prevented. At the same time, security operations at large-scale events require security methods that allow for staff to be positioned in the ideal manner and for the operations to be managed efficiently.

To address these needs, the Group offers ALSOK Zone Security Management, a service that combines the security services expertise ALSOK has developed to date with AI and other cutting-edge ICT to deliver high-quality security at appropriate costs. Furthermore, we are engaged in verification tests of security services that can provide monitoring and prevent crimes and accidents throughout entire urban zones, not just the area we are assigned to protect. These services utilize high-resolution cameras taking advantage of the ultra-high-speed, high-capacity fifth-generation (5G) mobile communication

infrastructure of NTT DOCOMO, INC., to establish "modern-day watchtowers" that are able to detect the approach of suspicious drones, wide-spread disasters, and runaway vehicles.

The insight and data acquired through the provision of ALSOK Zone Security Management will be compiled and converted into Company knowledge to drive the further evolution of this service. The aim of this approach is for the Company to develop service platforms capable of furnishing accurate and multifaceted responses to social issues and risks and thereby contribute to the safety and security of society in 2020, the year of Olympic and Paralympic Games Tokyo 2020, and beyond.

Modern-day watchtower

