

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.



## Data on Social Issues

Number of Crimes Reported in Accordance with the Penal Code  
(January – December 2014) Source: National Police Agency

1,212,163

Percentage of Population Aged 65 and Over  
(As of March 31, 2015)  
Source: Statistics Bureau, Ministry of Internal Affairs and Communications

26.3 %

Number of People Undergoing Emergency Medical Transportation  
(January – December 2014)  
Source: Fire and Disaster Management Agency, Ministry of Internal Affairs and Communications

5,399,618

Number of Inbound Travelers to Japan  
(January – December 2014)  
Source: Japan National Tourism Organization

13,413,467

## Data on the ALSOK Group's Business

Number of Electronic Security Services Contracts  
(As of March 31, 2015)

803,601

Increase in the Number of Long-Term Care Service Bases during the Fiscal Year Ended March 31, 2015

118

The Company has been working to develop its long-term care services. The new acquisition of two long-term care service companies during the year under review resulted in a large increase in the number of long-term care service bases.

Aggregate AED Sales  
(As of March 31, 2015)

99,782 units

Number of ATMs Managed through the Total ATM Management System  
(As of March 31, 2015)

Approx. 52,000

There are approximately 190,000 ATMs in operation across Japan. Many of the ATMs ALSOK is contracted to manage can be used with foreign bank cards, thereby contributing to increased convenience for inbound travelers to Japan.

## CLOSE UP

### ALSOK's Dispatch System

Number of Incoming Calls to Guard Centers from Customers across Japan

Approx. 4.48 million  
(Fiscal year ended March 31, 2015)

The ALSOK Group is protecting the lives and assets of approximately 460,000 corporate clients and 340,000 individual users while managing about 52,000 ATMs across Japan. In these ways, we are supporting an important part of the social infrastructure underpinning people's everyday lives as well as the development of the domestic economy.

As we pursue technological innovation in our security services, our roughly 31,000 employees are avidly working to maintain an up-to-date understanding of changes in social issues and customer needs in order to provide safety and security that go beyond the boundaries of traditional security services.

## Protection for the Safety and Security of 110,000 Customers across Three Regions

The command center of the Tokyo Guard Center responds to approximately 1,200 alarms and 3,400 calls each day from the about 110,000 customers it serves in Tokyo and in Kanagawa and Saitama prefectures. The guard center's team of roughly 100 employees takes shifts protecting the safety and security of customers every hour of every day.

ALSOK employs a dispatch system, which, should an alarm be detected, automatically notifies security guards in the field via mobile terminals equipped with GPS functionality so that they can be dispatched to the scene of the incident. Information on customers, including that on illnesses as well as medicine or hospitals being used regularly, is registered in this system. Security guards are thus able to utilize this information to perform lifesaving activities that go beyond security services. For example, in the case of an emergency, they can inform emergency contacts, call emergency services, or take other actions based on the instructions and support of the Guard Center.

We, as members of Guard Center team, also function as a lifeline for the security guards in the field. By utilizing information from mobile terminals, we are able to constantly monitor the status of security guards to help them avoid injuries or accidents. In this manner, we coordinate closely with frontline security guards to ensure customers can live each day with safety and security.



Hironori Nakamura (left)  
Commander, Team I, Tokyo Guard Center  
ALSOK Tokyo GC Administration Office,  
Security Operations Department (II)



Masahiko Amano  
Commander, Shinjuku Electronic Security Services Team,  
Security Services Section (II)  
Security Services Department, ALSOK Josai Branch

## Trusting Relationships that Go Beyond Security Services

The Shinjuku Electronic Security Services Team consists of 15 members, who provide round-the-clock protection in the entertainment district and other sections of Shinjuku Ward in Tokyo. Should an alarm be detected or a call be received from a customer, the security guards rush from their depots to the scene of the incident, swiftly moving through the narrow streets by foot, bicycle, or motorcycle.

In the more dangerous, late-night hours, the Guard Center team takes over for on-site security guards with regard to determining the risks associated with the disturbance site. The team also provides support by calling for backup or immediately contacting emergency services as necessary. Furthermore, on-site security guards communicate with one another to coordinate and ensure safe and appropriate responses to any situation that may arise.

Recently, I feel that we as security guards are expected to provide a range of services that goes beyond the scope of traditional security services. For example, we are increasingly receiving calls from senior citizens, and there have been times when I have found the customer unconscious upon arriving at the scene. In these cases, I perform CPR (cardiopulmonary resuscitation) or other first-aid procedures before handing the situation over to the paramedics. The number of customers that rely heavily on ALSOK, calling us for any disturbance, is on the rise. This increase would not have occurred if not for the trust customers place in us, a fact that really drives home the importance of the role we play in society.

Products and Services that Cater to Diversifying Lifestyles

ALSOK is guided by its mission of providing solutions to issues faced by each of its customers. However, the ideal service is different for each customer. For this reason, we are striving to develop the **HOME ALSOK** brand for individual users into a lineup that can cater precisely to customers' diversifying lifestyles.

ALSOK is combining its expertise in a variety of areas in order to provide a diverse lineup of products and services in response to customer needs that can vary depending on region, age, health condition, or family structure. One example would be **HOME ALSOK ALBO eye**, a service that enables customers to confirm the status of their home when away and receive reports on any disturbances via email and other means. We also provide **HOME ALSOK LADY'S SUPPORT**, a service for protecting women from stalking and other threats. Another offering is **MAMOLOOK**, a multifunctional mobile security terminal. This terminal allows for emergency reports to be made with the push of a button and enables the user's position to be confirmed via GPS. Furthermore, internal sensors can detect and send automatic notifications when a user falls or when an abnormality is detected in the life patterns of a user.

In addition, ALSOK offers **HOME ALSOK RUSUTAKU SERVICE** to protect vacation houses, second houses, and other homes that are not regularly occupied. Through this service, employees confirm the status of unoccupied houses, air them out, test plumbing functionality, and perform other services designed to contribute to the resolution of issues associated with vacant homes in Japan.



ALSOK employee performing HOME ALSOK RUSUTAKU SERVICE

Robust Lineup of New Products and Services for the Aging Society

The aging of Japanese society is expected to advance rapidly, and ALSOK is developing a robust lineup of products and services to address the issues that will be faced by this aging society. **HOME ALSOK MIMAMORI SUPPORT**, for example, is a service that entails installing control terminals in users' homes. If the user simply pushes the emergency call button located on this terminal, our security guards will rush to the scene 24 hours a day, 365 days a year, and, upon assessing the situation, take the appropriate course of action. Family members will be contacted and the security guards will call paramedics or perform CPR if necessary. In addition, the control terminal has a consultation button. Should users feel ill, they can press the consultation button to access ALSOK's healthcare center at any time during the day or night. Users are able to consult our trained staff about their health condition, receive information about medical institutions or nursing care facilities, or ask other questions.

In long-term care service operations, **HCM Corporation** and **ALSOK Care & Support Co., Ltd.**, were converted to consolidated subsidiaries during the year under review. We are currently enhancing these operations, which are experiencing rapid demand growth. (See "Initiatives at Group Companies" below.)



HOME ALSOK MIMAMORI SUPPORT control terminal

Initiatives at Group Companies

Expansion of Long-Term Care Service Operations to Serve the Aging Society

ALSOK has positioned strengthening and expanding its long-term care service operations as a top priority. Initiatives in this respect include the acquisitions of HCM and ALSOK Care & Support in 2014. HCM provides in-home and in-facility long-term care services primarily in Tokyo, Nagoya, and Osaka under the brand name AMICA, which is an amalgam of the Japanese words *akaruku* (cheerful), *mijikana* (close by), and *kaigo* (care). From HCM's more than 70 in-home care service bases, helpers are dispatched to visit customer homes and provide physical care services, including helping customers eat, bathe, or deal with excrements, or living support services, such as preparing meals and performing other household chores. This company also operates fee-based, long-term care facilities, predominately in the Tokyo metropolitan area.

The operations of ALSOK Care & Support include its ANSHIN Care Center Business and its KATAKURI brand of care-related services. In the ANSHIN Care Center Business, this company leverages the strength of its call center staffed by employees with professional qualifications, such as physicians, nurses, or care managers, to provide emergency response, health consultation, and other health support services. Under the KATAKURI brand, ALSOK Care & Support provides in-home care services, operates day services and group homes, and rents welfare items, mainly in the Tokyo metropolitan area. In these ways, this company is offering community-rooted, long-term care services that are both sincere and considerate. The incorporation of these two companies into the Group has established an important foundation for advancing its strategies for the HOME ALSOK brand. By coordinating and merging the operations of these companies with our existing businesses, we aim to provide higher levels of value and develop ALSOK into a trusted partner to society in the field of long-term care services.

AMICAVILLA INAGE (HCM)

ALSOK Care & Support employee providing in-home care service

Products and Services for Preparing for Natural Disasters and Addressing Aged Infrastructure

ALSOK offers its **Underpass Monitoring Service** to prevent flooding-related accidents at underpasses, where it is common for rainwater to accumulate. In recent years, there has been a rise in the number of accidents in which cars have become partially submerged in water when entering underpasses that were flooded due to difficult-to-predict flash rainstorms or other causes. Municipal governments are working to address this issue by monitoring underpasses through sensors and cameras, but it can be difficult for related government organizations to provide a swift response at night or on public holidays, and initial response efforts are often delayed as a result. ALSOK's Underpass Monitoring Service utilizes meteorological information to predict rainstorms. Should dangerous water levels be detected, ALSOK will quickly assess the situation and make the necessary emergency reports. If requested, road barriers can be lowered remotely to prevent flooding-related accidents.

Another service of this nature is ALSOK's **Road Tunnel Emergency Reporting and Monitoring Service**. Accidents and fires inside tunnels and incidents associated with aging social infrastructure, such as those installed during the period of the Japanese postwar economic miracle, have the potential to develop into serious calamities. For this reason, effective initial responses are of the utmost importance. However, it is not uncommon for responses to be delayed due to a lack of budget or labor. Created through collaboration with municipal governments, our Road Tunnel Emergency Reporting and Monitoring Service is the evolved form of a service that was previously available only in certain regions. This service offers efficient management of tunnel safety and swift response in times of emergency, thereby reducing the need for government employees to watch tunnels at night or on public holidays and subsequently lowering management costs while helping municipal governments maintain and manage social infrastructure.

Furthermore, ALSOK provides various other services in response to social needs related to the



Road barrier deployed via our Underpass Monitoring Service

operation and management of buildings, facilities, and other properties, including its **Facilities Management Services**, which offer comprehensive support for hygiene management, security, and countless other management tasks. (See "Initiatives at Group Companies" below.)

Crime Prevention Products and Services

Accompanying technological advancement and changing global economic trends, crimes are becoming more diverse and intricate. Accordingly, a wider range of countermeasures is now necessary for preventing crimes targeting individuals, companies, and other entities. ALSOK remains ever committed to contributing to society by providing products and services to address the risks of falling victim to diversifying crimes.

Drones have become increasingly common in recent years. In response to this trend, ALSOK has been developing countermeasures to minimize the damages should drones be used with malicious intent, which represents a new class of threats ranging from voyeuristic photography and harassment to terrorism and other antisocial activity. For example, we offer **ALSOK Zone Security Management**, an advanced security service that fuses security guards with ICT. Employing a combination of sound, image, and other sensors chosen based on the characteristics of the zone to be protected, this service quickly detects when a drone infiltrates the zone, identifies it, determines the risk it presents, and then alerts the appropriate authorities. At the same time, **ALSOK Hyper Security Guards** equipped with IT equipment respond as appropriate based on risks presented by a drone to prevent damages from spreading and, therefore, provide safety and security to both vacant and crowded spaces.

We also offer a wide range of other crime prevention services, including **ALSOK Information Security Solutions**, a comprehensive security service utilizing security cards that can be used for employee IDs, access management systems, computer security measures, and crime prevention.



Sound sensor as part of drone countermeasures

Initiatives at Group Companies

Comprehensive Management and Operation Services for Various Fields

ALSOK BUILDING SERVICES CO., LTD. (previously Sokei Building Service Co., Ltd.), was the first subsidiary to be established by the Company and has been providing general property management services over the course of many years. This company offers services ranging from everyday management support to security, renovation, and comprehensive facility management services that help improve the value of customer buildings, facilities, and other properties. By providing total support for the operation and management of customer properties, ALSOK BUILDING SERVICES enables customers to focus on the core aspects of their business. When serving large-scale facilities, managers possessing a breadth of insight and experience are appointed to handle such tasks as outsourcing a wide range of duties from a comprehensive management perspective. These managers coordinate with customers and individuals responsible for different areas of operation as well as perform various tasks and provide guidance and supervision to ensure smooth management and operation of customer properties.

ALSOK BUILDING SERVICES employees explaining progress of large-scale renovation project