Information Security Enhancement Measures in Cooperation with Suppliers

The business activities of the Fujitsu Group are supported by suppliers whose software, services, goods, and materials from the base of the value added by Group companies. Through a never-ending accumulation of learning, the Fujitsu Group and its suppliers build long-term bonds of trust, each enhancing its own abilities as a valued partner and together creating continuous and mutually prosperous relationships, all under the FUJITSU Way.

The Fujitsu group hangs out "Information security accident extermination" with the customer in the entire supply chain, executes measures of the education, enlightenment, the audit, and the intelligence sharing, etc. continuously for prevention and the relapse prevention plan of the information security accident, and is promoting the active conduct of business that considers the maintenance of the information security.

Tendency and measures of recent information security accident

The information security accident in the customer depends on thoroughness and the infiltration of measures, and the decreasing tendency includes the information leakage to the Internet with the file-sharing software, the loss, the theft of the bag due to carelessness, the wrong transmission by E-mail and the fax, and the losses of the identification card and the cellular phone, and so on.

In fiscal year 2009, existing measures were enhanced by new measures directed more closely to on-site activities:

1. On-site workshops for suppliers
2. Publication of latest information in the Information Security Plaza awareness newsletter
3. Enactment of project-level information security inspections

Supplier selection
Selection of new suppliers involves evaluation of candidate firms’ information security readiness, and is limited to those suppliers who consent to contractual items concerning information security management and handling of personal data in the course of subcontracting.

In addition, the Fujitsu Group supervises subcontractors and other suppliers with respect to the Act on the Protection of Personal Information.

Information security education and awareness
In addition to education and awareness training aimed at subcontracted suppliers, the Fujitsu Group provides e-learning and other educational measures, educational materials, recent security information, and information security enhancement tools both to suppliers and within the Group.

- Information security training seminars for suppliers
  • About 1300 companies / 1800 people in January, 2009
  • About 1100 companies / 1200 people in December, 2009

- On-site training seminars
  Dispatch of lecturers to provide training seminars for supplier employees, at request of suppliers: 54 companies, about 1600 people

- e-learning inside Fujitsu
  • About 1100 people in January, 2009
  • e-learning aimed at Fujitsu Group companies
  • 2H 2009 49 companies / about 13000 people

Information security training seminar

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<th>Trends in information security accidents</th>
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<td>Human errors in sending e-mails etc.</td>
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<td>Theft and loss</td>
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* Comparison using information security incidents in 2006 as baseline of 100
Information security status confirmation

Based on the contracts with its suppliers, the Fujitsu Group undertakes regular checks of suppliers' information security status; offers guidance on planning and carrying out the resulting corrective measures; and conducts follow-up on the corrective measures. Further, the Group makes corrective recommendations and conducts follow-up on corrective actions when a supplier experiences an information security incident.

- Fiscal 2009 audit about 240 companies (about 1000 total companies)
- Information security status surveys (including personal data management) targeting major suppliers
- Inspection of suppliers and of project-level information security demands, upon request

Support for information security incident response

In the event of an information security incident, the Fujitsu Group cooperates with the affected supplier or other section to perform initial investigation (such as assessing the impact of leaks), and to otherwise assist with response.

Information security status evaluation

The Fujitsu Group evaluates suppliers’ information security status based on status checks, response to information security incidents, etc. In the event of serious incidents without sufficient improvement effected, the Group may halt the relationship or suspend new orders, as necessary.

Sharing of information security information

The Fujitsu Group designates information security officers for suppliers, and undertakes timely sharing of the latest security-related information.

- From April 2009, Information Security Plaza has been published every other month to share the latest information on information security. The Fujitsu Group also provides awareness-building posters to prevent information security incidents.