



Fuji Xerox  
Information Security Report

10th Edition

# Basic Information

The objectives of Fuji Xerox in publishing this Information Security Report, and the time period and organizations covered by the report are as follows.

## Objectives

The objectives of this report are to explain Fuji Xerox Co., Ltd.'s approach to information security to its stakeholders<sup>1)</sup> and to increase their trust in its business. The report includes information considered appropriate for disclosure to Fuji Xerox's stakeholders, inasmuch as it does not impede the effectiveness of information security.

## Reporting Period

The report covers the period from April 1, 2014 to March 31, 2016.

## Organizations Covered

The organizations covered by the report (referred to by the expression "company-wide") are Fuji Xerox and its affiliates.<sup>2)</sup>

## Responsible Department and Inquiries

Information Security Center, General Affairs, Fuji Xerox Co., Ltd.

9-7-3 Akasaka, Minato-ku, Tokyo, JAPAN 1070052

Tel: (General Affairs)  
+81-3-6271-5145

1) In this report, "stakeholders" refers to customers, employees, partner companies, shareholders, local communities, and other concerned parties.

2) "Affiliates" are companies in which Fuji Xerox holds the majority of voting rights, either directly or indirectly.

For information relating to individual affiliates, please refer to the following:

Affiliates (Japan):

<http://www.fujixerox.com/eng/company/profile/group-japan/>

Affiliates (Worldwide):

<http://www.fujixerox.com/eng/company/profile/group-worldwide/>

# Contents

Message from Top Management .....	3
Information Security Governance .....	4
Safety Proposal to Our Customers .....	10
Internal Information Security .....	12
Third Party Evaluations and Certifications .....	18

## Information Security Policy Statement

Fuji Xerox and its affiliated companies execute appropriate information security controls and will continually improve its information security management in order to safeguard information assets. Information security governance is a key part of our corporate culture, enabling Fuji Xerox to remain a trusted partner to its customers and business partners.

### 1. Objective of information security

The objectives of this information security policy include the preservation of personal and confidential information, to ensure its confidentiality, integrity and availability to authorized parties.

This policy relates specifically to the protection of assets, including reputation, intellectual property and sensitive data or information that is internal to the company, or received from customers and business partners.

The policy intends to eliminate information security incidents which may result in unauthorized information tampering, disclosure, theft, or destruction, that could have a negative impact on Fuji Xerox and its customers and partners.

Especially, Fuji Xerox executes control over information disclosed or entrusted to us by our stakeholders.

We take appropriate measures to ensure it is protected with the same importance level as that of the information or asset, in order to avoid an information security incident.

### 2. Operation of information security

Information security is managed according to corporate policy, legal regulations and contractual obligations.

Fuji Xerox promotes appropriate information security controls through enforcing, checking and improvement, and conducts risk assessment across its operation, to avoid risks and ensure the mitigation measures are being executed, as well as to get our staffs aware and prepared for it with training programs in place.

### 3. Response to information security incident

In the event of any information security incident, we will promptly implement damage prevention and escalation to the management and related organizations.

And we will make efforts to minimize its impact and take necessary steps to prevent recurrence.

# Information Security at Fuji Xerox

## Position of Information Security at Fuji Xerox

Major changes are occurring in our social lifestyles and corporate activities due to the rapid development of IT. Various organizations, starting with each corporation and legislature, must take action not only to respond to such changes of the time, but also to stay ahead of future changes.

We are now looking to grow and expand to an excellent company as a solution service provider. We believe that an excellent company is one that not only has a high rate of continuous growth, but one that is also trusted by its customers, respected by the regional society and provides its employees with a fulfilling working environment.

As we aim for our administration (CSR administration) to become one that places importance on fulfilling these responsibilities to society, we believe that risk management which systematically responds to external threats and internal vulnerabilities is one important management theme. In order for our company to continue contributing to society in the solution service industry, information security that can respond to external attacks and information leakage from inside the company, is extremely important.

It is most important to surely protect personal and confidential information from the threats such as leakage, falsification, and loss in order to continue to be a company in which our customers can feel secure to entrust their important information assets.

## Information Security Measures Bolstering Innovation

At Fuji Xerox, to sustain trusting relationships with our customers, we are pouring our strengths into various information security measures related to Fuji Xerox products, solutions, and services.

In 2016, an Information Security Center was setup in our General Affairs Department to further strengthen our information security measures and to enhance our organizational strength.

Furthermore, in order to comply with the recently

increasing threats of cyber-security, we have placed a cross-organizational Cyber-Security Response Team (Fuji Xerox CERT) with Information Security Center as its core.

While taking such measures, we are providing security and safety via our solution service in order to resolve challenges of our customers. This report will introduce an example implemented for our customers.

Also, by utilizing our Integrated Management Systems (information security, quality, environment, labor safety and hygiene, etc.) as a fundamental tool to support CSR management, we are applying the PDCA cycle to improve and reform our business processes. This report will introduce our efforts on the information security management system (hereinafter, ISMS) at our overseas affiliated companies.

## Aiming to be a Company Offering Information Security

At Fuji Xerox, we undertake information security activities throughout the entire company both in Japan and overseas while advancing measures through coordination with our corporate partners as we aim to be an Excellent Company trusted by both our customers and society. Fuji Xerox is introducing various initiatives based on the Information Security Policy Statement. This report contains information about the major initiatives we are taking. We would appreciate any comments or opinions you may have.



**Masaru Yoshizawa**

Director, Senior Vice President  
Fuji Xerox Co., Ltd.  
June, 2017

# Information Security Governance

Fuji Xerox has undertaken a variety of information security efforts so that our customers feel secure when using our products and services. This section will introduce you our approach and governance system regarding information security.

## Fuji Xerox's Approach Regarding Information Security

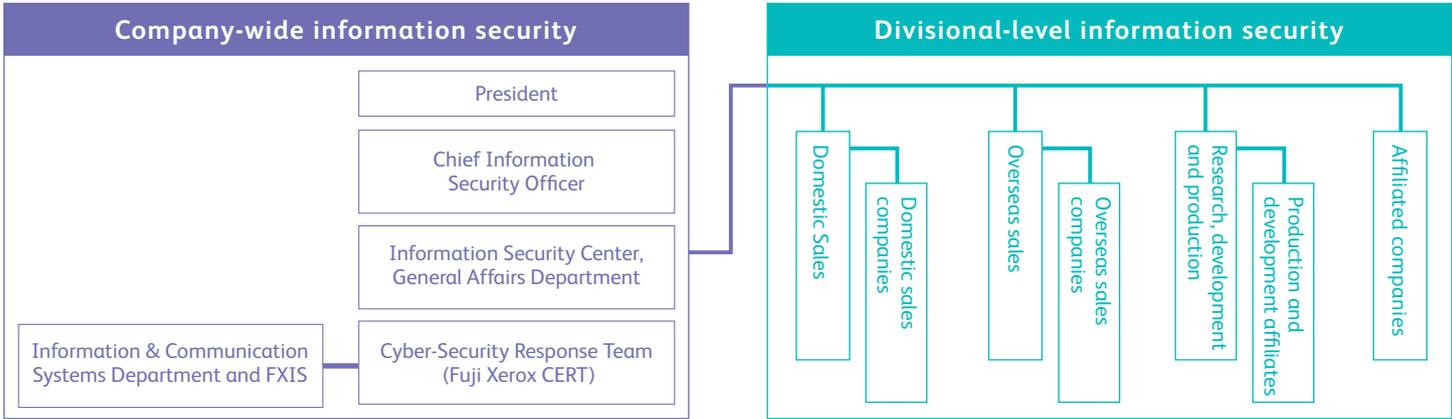
Fuji Xerox strives for a management (CSR management) that places importance in its responsibility towards the society. We believe risk management that offers organizational support against external threats and internal vulnerabilities is one very important management theme. Also, information security is positioned as a part of risk management and is applied to our various activities. The information security risk that we perceive as the "most

important" is the leakage of personal information and confidential customer information entrusted to us by our customers. To enable our customers to feel secure in entrusting their information assets when using our solution services, we have setup an internal information security system, and are applying the PDCA cycle to our system in effort to eliminate information security incidents, and to maintain and improve our management.

## Information Security Promotion System

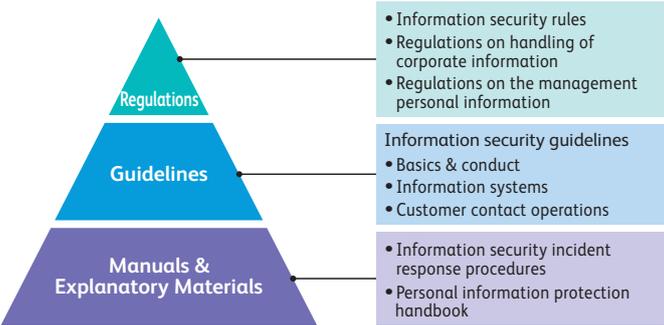
In April, 2016, Information Security Center was setup in our General Affairs Department, and a system that controls and promotes information security throughout the entire company was established. This center promotes information security throughout the entire company by collaboration of our Cyber-

Security Response Team in charge of handling cyber-attacks, the Information & Communication Systems Department in charge of IT governance, and Fuji Xerox Information System Co., Ltd. (FXIS) in charge of IT infrastructure development/operations.



## Information security-related rule system

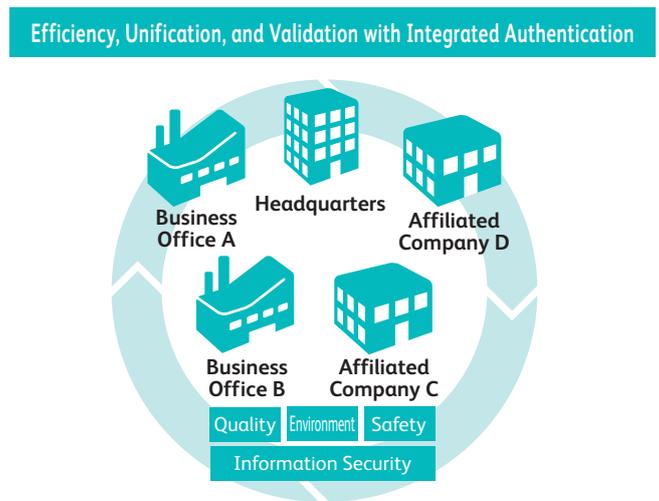
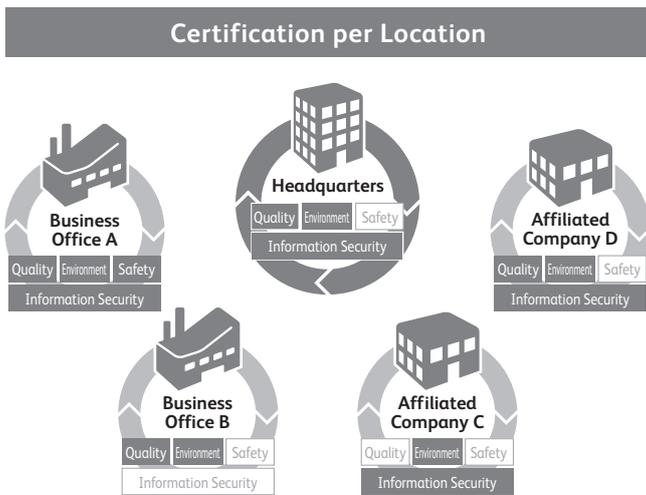
Fuji Xerox has established company-wide information security rules, which incorporate a variety of perspectives, such as classification of information, regulatory compliance, and information ethics. More specifically, these rules are composed of regulations which define information security policies and universal rules, guidelines which define specific management measures, and manuals & explanatory materials. These regulations, guidelines and manuals & explanatory materials are reviewed regularly, and updated to reflect the latest conditions.



# Implementation of Integrated Management Systems

Fuji Xerox have acquired third-party evaluations and certification relating to information security to enhance our corporate constitution and to promote the resolution of our customers' business challenges<sup>1)</sup>. We also integrated and unified operations of the management system that includes the domain of quality<sup>2)</sup> and the environment<sup>3)</sup>. Our certification was acquired on January 27, 2016. We are the first in Japan at a scale of 40 affiliated companies with 30,000 employees to integrate the three standards of certification processes, a system and operating methods while simultaneously acquiring certification.

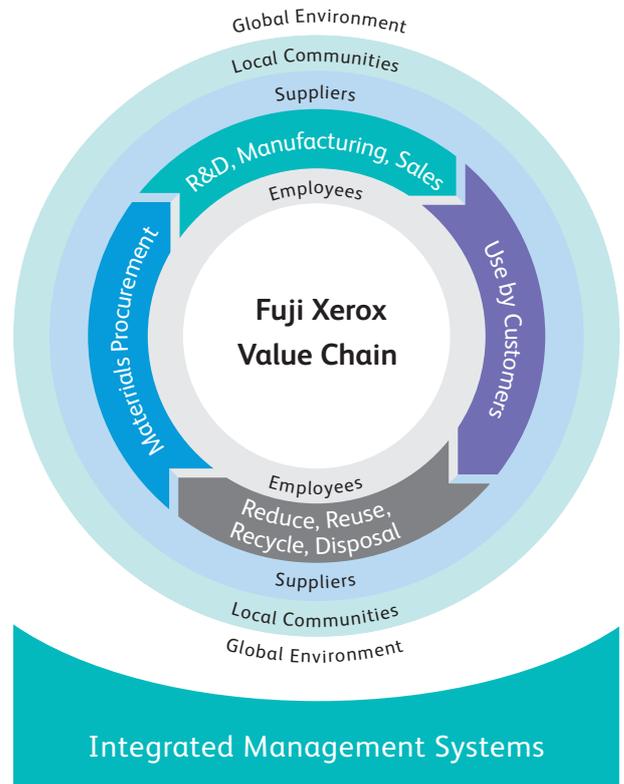
- 1) ISO/IEC 27001:2013(JIS Q 27001:2014)
- 2) ISO 9001:2015(JIS Q 9001:2015)
- 3) ISO 14001:2015(JIS Q 14001:2015)



## Integrated Management Systems and CSR Management

Fuji Xerox will continually improve its competitiveness by reforming its business activities while simultaneously creating new value for its stakeholders and continuously contribute to the development of the society based on the philosophy that "CSR is synonymous with corporate management". Within these management processes, Integrated Management Systems will be made to function as a mechanism to support the "CSR is synonymous with corporate management" concept. In implementing CSR management, "high-priority management items" are specifically set. The elements of the Integrated Management Systems such as environment, quality, information security, labor safety and hygiene are all included in the contents that make up each high-priority items.

Also, incorporation of expectations and demands from stakeholders towards corporate activities into management in consideration of changes in the society and business, and utilization of the PDCA cycle in achieving improvements means to operate the Integrated Management Systems. It is important to evolve the value provided by Fuji Xerox constantly. The Integrated Management Systems as a foundation and tool for CSR management is used for continual improvements of information security management.



Integrated Management Systems

# Steps in the Integrated Management Systems

## Background to the Integrated Management Systems

In 2009, we obtained certification for a management system standard that was thought to be externally necessary for each organization and each function. At our peak, we obtained certification for ISO 9001 (12 organizations), ISO 14001 (52 organizations), ISO/IEC 27001 (5 organizations), and OHSAS 18001 (4 organizations). However, our management pointed out that they "couldn't see the comprehensive image of Fuji Xerox because management systems are running individually." They also commented that "there is redundancy between management systems, and it requires man-hours and is expensive." Employees on the field offered their thoughts that "the system is running individually so the company-wide objectives cannot directly develop," "Since the scope of certification doesn't follow the changes of business categories, there are discrepancies between the organizational structure and the scope of certification," "We are left to conduct activities solely to maintain the certification, and it does not lead to improvement in our business" and "Certifications are not associated with our actual work." For that reason, after much consideration, we decided to introduce the Integrated Management Systems in order to unify our management systems, and evolve the system into a management system that can be utilized in core businesses.

## Proceeding With the Integrated Management Systems

Our goal for building the Integrated Management Systems was to achieve "one simple management system for the entire company". Our aim of system is to incorporate the three functions of "Visualizing business processes with a process approach and integrate them in whole company," "Respond to risks by applying variations in response to business processes with integrated risk management," and "applying a macro PDCA cycle to the entire company with top management as the starting point". From the latter half of 2013, we moved forward with practical development activities and successfully completed the system in approximately two years.

## Flow of Implementation of the Integrated Management Systems

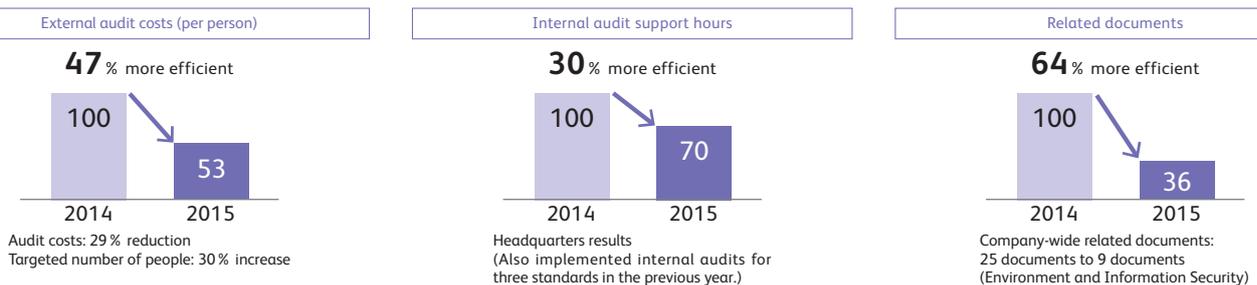
February, 2009	Proposed management system integration and site integration (Originally, JIS Q 9005 was envisioned.)
March, 2011	Proposed framework for the Integrated Management Systems * Hereafter, the appendix SL (Host structure for use in the management system standard, text that is a common core, and definition of common terms and core.) issued in May, 2012 will be used as a reference.
February, 2013	Proposed building the Integrated Management Systems * Hereinafter, the ISO/CD 9001 (Committee original plan) issued in June, 2013 will be used as a reference.
May, 2014	Implemented and received for review EMS site integration with headquarters and Research and Technology Development. (Integrated manual; first release)
June	Acquired certification * Hereinafter, the ISO/DIS 9001 (International standard proposal) issued in July, 2014 will be used as a reference.
September - October, 2014	Implemented and audited EMS and QMS management system integration with headquarters and Research and Technology Development, and made new expansion of QMS at headquarters. (Integrated manual; third release)
December	Acquired certification
January - March, 2015	Headquarters sole ISMS receiving for review
March	Acquired certification
February, 2015	Integrated EMS, QMS Integrated Management Systems with headquarters, Research and Technology Development, and production companies. (Integrated manual; fourth release)
March	Acquired certification
October - December, 2015	Simultaneously implemented and received for review EMS, QMS, and ISMS management system integration and site integration with headquarters, Research and Technology Development, production companies and sales. EMS and QMS supported 2015 version (Integrated manual; fifth release)
January, 2016	Acquired certification

## Results and Issues for the Integrated Management Systems

The following outlines the results attained by integrating the management system, and future issues.

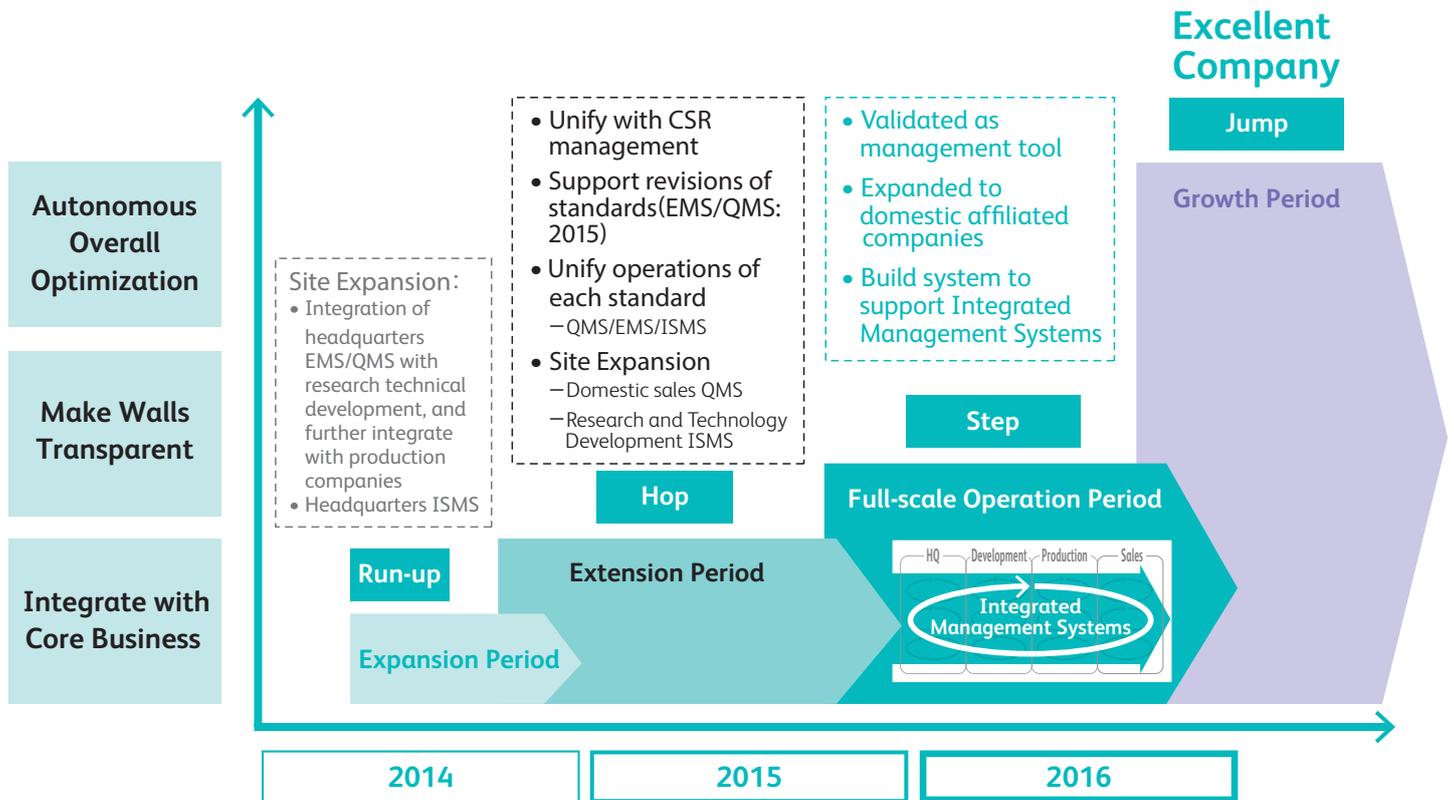
Results	Future Issues
<ul style="list-style-type: none"> <li>Achieved a foundation that will be used in management by unifying core work and the Integrated Management Systems.</li> <li>Clarified common standard portions, and standardized examinations, internal audits and document controls, etc., which resulted in reductions and better efficiency. (See the graph below.)</li> <li>New awareness by mutually experiencing audits between branches and organizations.</li> </ul>	<ul style="list-style-type: none"> <li>It is the first year for the Integrated Management Systems, and the efficacy anticipated by top management is not clearly expressed.</li> <li>We must foster a culture for core work to utilize the management system.</li> <li>The system is being operated across the entire company, but there are still much room for improvement, such as standardization and evaluation of the efficacy of the system.</li> </ul>

Reduced examination man-hours and costs, internal auditing man-hours, and related documents.



# Roadmap to Building the Integrated Management Systems

In 2015, we integrated operations and acquired certification that apply to 2015 standards. Our goal for 2016 is to activate this system as a management tool, and begin actual operations of the Integrated Management Systems that includes the expansion of domestic affiliated companies.



## Efforts for Acquiring ISO/IEC 20000 ITSMS Certification in Service Business

Fuji Xerox offers BPO services such as the document outsourcing service called Global Services, and IT services such as Working Folder<sup>1)</sup>. Daily, we work to improve our operations so that we can offer our customers satisfactory service quality and service provision by operating rate. We have also introduced an operation monitoring system in our company for the purpose of maintaining and improving quality. However, as to service businesses in general, our customers do not know the kind of quality and system operated by Fuji Xerox for contents other than service menus, agreement content, and service level agreements (SLA). For that reason, we began preparing for the external certification of the ISO/IEC 20000 IT service management system (ITSMS) to be acquired in early 2017 concerning the main services of Fuji Xerox. ISO/IEC 20000 is an international standard for IT service management commonly accepted in any country. As a common quality control of other quality control related international standards such as ISO 9001 quality management and ISO/IEC 27001 information security management system, ISO/IEC 20000 defines document control, and the mechanism to improve quality using the PDCA cycle. It also defines the essential requirements that are fundamentally required in any type of service related quality control. For example, 14 processes are

defined, such as changes of systems that are necessary for maintaining a system, service operating rate, and service level management that indicate agreement items with the customer such as methods of handling inquiries. As to Fuji Xerox services, ISO/IEC 20000 is a certification by certified external organizations to confirm that ISO/IEC 20000 required items are implemented without deficiencies, and whether the improvement cycle of service quality is in a running state. By having Fuji Xerox services certified, we believe our customers can entrust their information assets to us with peace of mind in using our services. The certifying organization in Japan is the Information Management System Certification Center at the JIPDEC (formerly known as Japan Information Processing and Development Center). Visit the following website for details on the ITSMS compatibility evaluation system.  
<http://www.isms.jipdec.or.jp/english/>

1) Working Folder: Provides a variety of document management and sharing to enable cloud services.

# Fuji Xerox's Activities in Cyber-Security

Fuji Xerox offers products and services not only in Japan but also globally. In order to ensure that our customers are offered safe and secure services and products, it is essential that we are prepared for various security threats such as cyber-attacks that exist on the information network. Fuji Xerox has assembled an expert team to handle those threats on the information network.

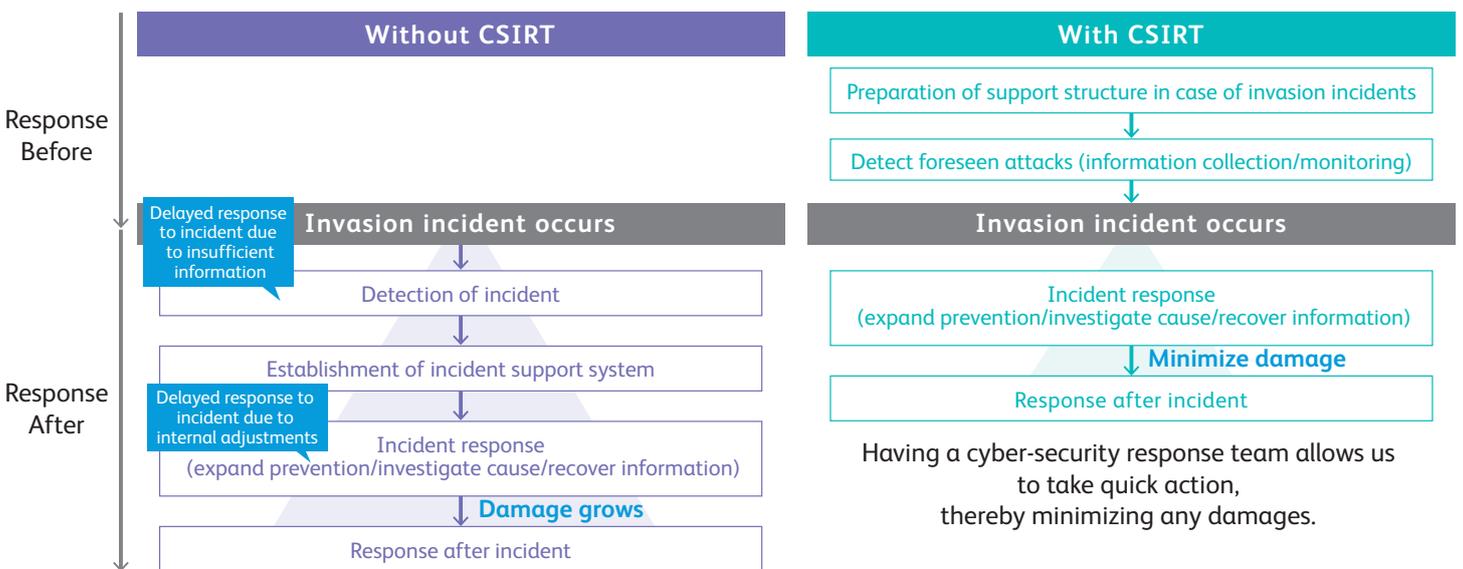
## Response to Cyber-Security

Fuji Xerox has assembled an incident response organization (CSIRT<sup>1)</sup>) in 2015 for cyber-security as a company-wide activity. Operations began under the name of Fuji Xerox CERT. Fuji Xerox CERT is an expert team that collects information relating to cyber-attacks, and escalates it to the relevant department within the company, detects illegal intrusion to networks and systems by attackers, prevents damages from expanding when an intrusion has occurred, and preserves evidence and implements countermeasures to prevent a

recurrence of the attack.

If an attack occurs, responses are implemented to minimize damages through quick action. Furthermore, this team is linked beyond organizational frameworks to foresee and detect cyber-attacks, to share information related vulnerabilities that could be maliciously attacked, and to prevent access to external servers related to the attack.

1) CSIRT: Acronym for Computer/Cyber-Security Incident Response Team



## Fuji Xerox CERT Activity Structure

Fuji Xerox CERT is a cross-company organization composed of personnel from various departments. As shown in Fig. 1, the organization is conducting activities to secure the safety of information security from the aspect of products and services, as well as the company internal IT infrastructure, as a headquarter-governance function that implements cyber-security for the entire company.

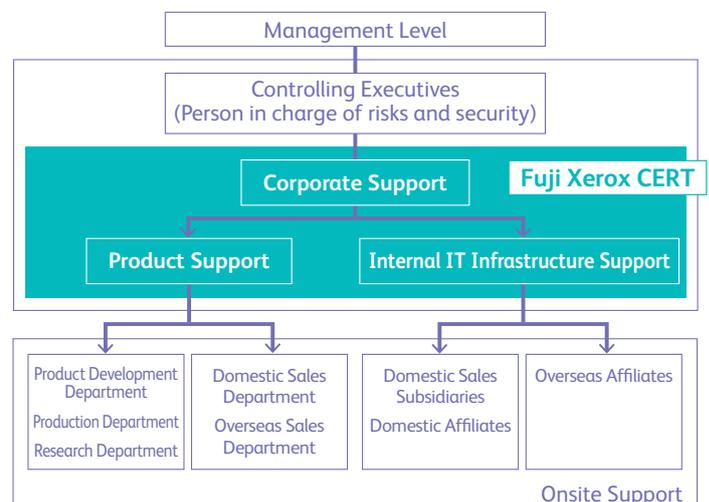


Fig. 1 Fuji Xerox CERT Organizational Structure

Fuji Xerox CERT promotes the following activities.

Class	Content of Activities
Prevention	<ul style="list-style-type: none"> <li>• Setup incident response system</li> <li>• Obtain and deploy vulnerability information, and threat information</li> <li>• Support of vulnerability inspections, development of examination skills, and management to respond to vulnerabilities</li> <li>• Training (trainings to respond to incidents and targeted email attacks)</li> </ul>
Detection	<ul style="list-style-type: none"> <li>• Detection of abnormalities, such as malware infections</li> <li>• Invasion detection (organize detection environment and response flow)</li> <li>• Detection of internal frauds (organize detection environment and response flow)</li> </ul>
Response After the Incident	<ul style="list-style-type: none"> <li>• External security incident response contact window</li> <li>• Incident response support (preserve evidence, collaboration with those related)</li> <li>• Accumulation of response examples and know-how, and support to study measures to prevent any recurrences</li> </ul>

### Partnership with external incident response organizations

We mutually collaborate with cyber-security response teams in a variety of organizations to handle the risks of cyber-security that changes on a daily basis. This is necessary to share the latest information about threats and vulnerabilities, to exchange know-how to handle incidents, and to improve the team's skill level. In order to accomplish this, Fuji Xerox CERT has become a member of the international cyber-security support team community known as FIRST<sup>1)</sup> (joined: June, 2015; 24th team to join from Japan), and Nippon CSIRT Association<sup>2)</sup> (joined: March, 2014.). This was to build a structure to cooperate with outside associations and actively become involved in the various working group activities that are administered by these communities to improve the safety of information security not only for our company, but for the overall network society.

1) FIRST: Acronym for Forum of Incident Response and Security Teams <http://www.first.org/>  
 2) Nippon CSIRT Association: <http://www.nca.gr.jp/en/>

### Incident Response Training (Academic training)

In order to become accustomed to the procedures for handling cyber-attacks, and to implement quick and thorough countermeasures, Fuji Xerox CERT periodically implements training to handle cyber-attacks (academic practice) jointly with onsite departments, such as those related to service products. These activities are conducted

to improve the checklists used when an actual incident occurs, by conducting training scenarios. (See Fig. 2) Also, training scenarios are created, envisioning a variety of attacks, by using a training scenario template such as shown in Fig. 3.

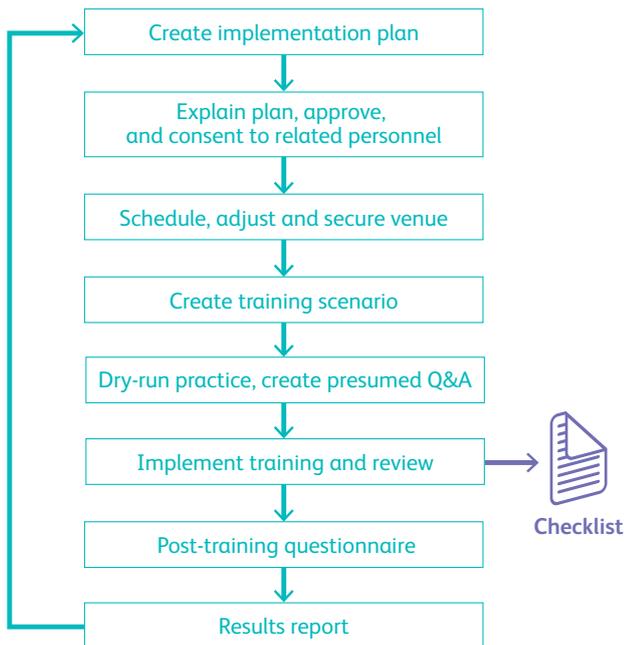


Fig. 2 Academic Training Implementation Procedures

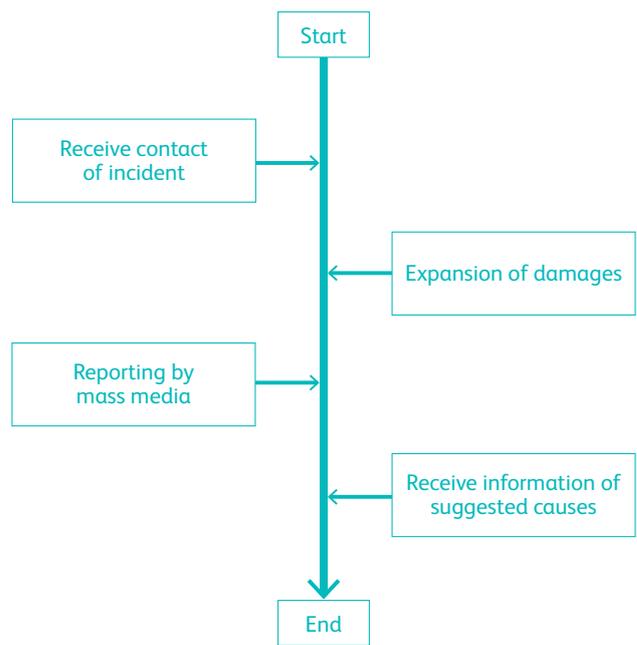


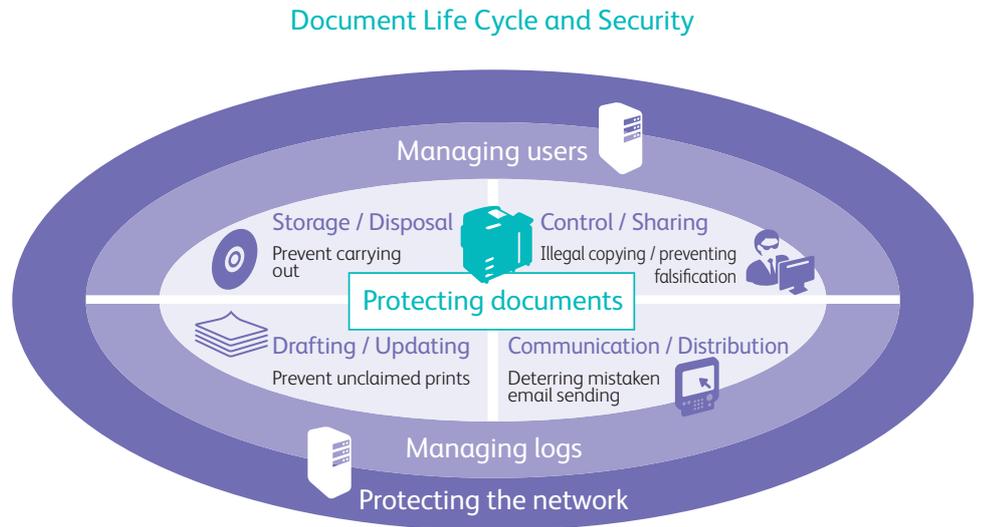
Fig. 3 Training Scenario Template

# Safety Proposal to Our Customers

Fuji Xerox also implements various types of information security measures in the services we provide so that our customers can feel secure when using the services.

## Fuji Xerox's Information Security Solution

There are potential risks of information leakage or falsification at every stage in the life cycle of an office document. Information could be leaked or falsified during the drafting/updating, communicating/distributing, controlling/sharing, storage/disposal stages. For that reason, total security solutions are in demand. Furthermore, a secure network that enhances the security of the path in which each document passes through is also important.



**Please be warned against suspicious emails spoofing our multifunction device's function to send email of scanned documents.**

Fuji Xerox offers multifunction device's that are equipped with a function that sends email of scanned documents. We have identified many suspicious broadcast-type emails spoofing such device function.

### Example of suspicious emails confirmed in 2015

Subject: Scanned from a Xerox Multifunction Printer  
Sender: xerox(any value)@(customer domain name)  
Attached filename: Scanned from a Xerox Multifunction Printer.doc

In the example above, a macro-type illegal program was embedded in the attached word document. There was a possibility that if this document was opened, that illegal program would have been downloaded, and subsequently executed. There is a possibility that these types of attacks using email messages that spoof such multifunction device will continue. If you receive any suspicious emails which you do not expect, please DO NOT open or execute any attached files. Also, customers that use this function are requested to specify the subject name to one that you can distinguish from a suspicious e-mail, or change the subject which is initially specified on your multifunction device. If we confirm instances that threaten your information security, we will post information relating to such attacks on our website so that you can continue to use your multifunction device with peace of mind.

※Please read your user's manual for procedures to change your settings.  
User's Manual List (multifunction device): <http://www.fujixerox.co.jp/support/manual/mf/>  
(Japanese only)

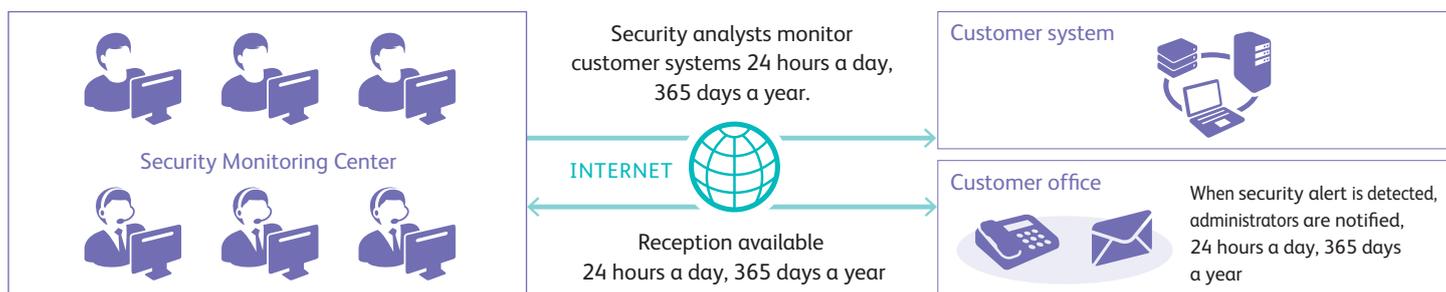
# Petroleum Association of Japan

Proper measures implemented by monitoring security events and network operations, and analyzing logs by utilizing our Managed Security Operation Support Service.

## Service overview: Management Security Operation Support Service

This is a service in which our security analysts monitor operations from our security monitoring center 24 hours a day, 365 days a year, for devices that are operating at our customer's site.

- System function monitoring
- Security function monitoring
- Log reports
- System operations
- Security operations

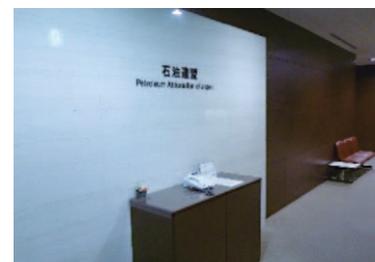


We also provide information on "vulnerability and the latest trends", "support on setting changes of firewall policy at report meetings", and "offer advice regarding security from various reports".

### Voices of Customers

Our association is involved in the sales and refining petroleum specified as an important infrastructure industry. Measures against cyber-attacks such as targeted email attacks became necessary. Amidst of our consideration process, we were offered this solution. While we did not have the manpower nor the funds to manage our system with such a small organization of several dozen employees, owing to the 24 hours a day, 365 days a year system for monitoring and technical support from expert and the latest devices, our security level dramatically improved.

	Before adopting the service (all done on our own)	After adopting the service
During office hours	Applying latest signature	Implemented by specialist engineers and analysts
	Confirming operations in test environment	
	Applying to devices	
When incident occurs	Detecting incident	Highly experienced analysts analyze the logs and factors, then provide reports on the course of events and results.
	Investigation of evidence packet, logs	
	Confirming related information and any effects	
	Studying responses and countermeasures	
	Confirming the system and implementing countermeasures	



Periodic reports that are based on information such as analyzed logs have the effect not only of learning individual risk measures, but also obtaining the latest information and accumulation of know-how. In the event that an urgent situation develops such as a cyber-attack, initial action to identify the cause and sort out the damages are quickly initiated. Measures are implemented to prevent and minimize damage such as data leakage or damage to devices or the network, and the system will be quickly recovered. Therefore, we expect that the effects to our regular work can be reduced to a minimum.

Installing the latest system itself are not adequate measure. Employee's awareness of security and their knowledge are the most effective defense. We will be offering IT security training to general employees to defend organizations from unknown cyber-attacks in combination with this solution.

# Internal Information Security

This section introduces information security measures conducted within our company, efforts that we will continue to make, efforts of our overseas sales companies, efforts for Individual Number collections, and examples of collaboration with our partner companies.

## Main Continuing Information Security Measures

Based on our approach to information management, we at Fuji Xerox are implementing a variety of information security measures, from personnel and organizational, physical and technical perspectives. We are dedicated to the appropriate protection and management of information assets.

### Three Facets of Information Security Measures

#### Personnel and organizational measures

- Establishment of information security-related regulations and guidelines
- Utilization of handbooks which provide explanations of rules, and instructional videos regarding actual incidents
- Information security governance by key persons elected from individual companies and divisions
- Regular implementation of information security-related education
- Thorough enforcement of reporting of information security incidents within two hours of their detection
- Conducting cyber-security training



#### Physical measures

- Establishment of zoning, i.e., division of important areas
- Room entry and exit management for main locations using employee ID card with an IC chip
- Securing of computers by cable lock
- Connection of straps to mobile phones and USB drives
- CCTV monitoring of entry/exit points and security areas
- Control and locking of confidential document cabinets



#### Technical measures

- Access control to servers and systems on a user-by-user basis
- Log management of employee computer operations related to critical business operations
- Controlling of writing to unregistered devices such as personally-owned devices, and log management
- Monitoring of Internet communications (web access, e-mail transmission)
- Encryption of all PCs that are carried outside the company
- Monitoring of appropriate software usage and avoiding use of prohibited software via computer management tools
- Filtering of web access to prohibited categories of websites
- Secure access card authentication for printing of documents
- Embedding of copy prevention codes in printed confidential documents
- Monitoring of illegal communications

#### Controlling of writing to unregistered devices



# Information Security at Asia Pacific and Greater China Operations Group

Information security activities began in mid-2006 for the Asia Pacific Operations (APO) and the Greater China Operations (GCO), which oversees sales companies in the Asia Pacific and China & HongKong region. All sales companies under the Groups participate in the activities.

## Management and Initiatives in Asia Pacific Region

### Information security in APO and GCO groups' sales companies

With today's high technology environment, organization has changed how we conduct the business and we have become even more dependent on Information System. Whilst the technology has had a positive impact for all of us; the technology also creates significant challenges. APO/GCO continues to work with Fuji Xerox headquarters to enrich information.

### Information Security Management System (ISMS)

In FY 2015, APO/GCO took up the management direction of implementing ISMS across the whole corporate business operation. It's a strategic decision by the APO Senior Management to change the future of Fuji Xerox and strive towards the goal of solution and service business. With the initiative, top management demonstrates its leadership and commitment towards Information Security while preserving the customer's interest to protect their information. A comprehensive Information Security risk management program was established throughout the organization. The business operations were able to identify and improve on the existing process while the entire management system is established. APO/GCO expects the entire business operation will be certified by Q3 FY 2016.

### Information Security functional policies & procedures

Whilst the Information Security Rules were realigned to meet the new ISO 27001:2013 standard, APO/GCO sets the functional policies for the entire business operation. The documents were established or revised to align and meet the corporate and standard requirement. This enabled our employees to easily reference to while carrying their daily business activities. As APO/GCO operates across different countries, nationalities and languages, these functional policies are translated in native languages, for easy understanding.

### Information Security incidents reporting

Information security incidents are not completely inevitable; appropriate process for incident detection and reporting allows Fuji Xerox to have a holistic view of the Information Security situation across APO/GCO, each company is encouraged to report all security related incidents. Information security incidents are reported into the web-based reporting system hosted in Fuji Xerox headquarters. This system gives the security team a detailed picture of the security situation over time. Incidents were reviewed, grouped, and reported to APO/GCO Senior management. It also aids us to plan and improve our security practices and developed better awareness training.

### Information Security awareness & training

Employees are the best defense in Information Security and they are also the weakest link. To strengthen Fuji Xerox defense, APO/GCO continues to develop various awareness activities. Information Security training plays a major role in the program. The content was developed to meet the current security threats and

requirements. The training maturity roadmap has been developed and implemented roles based training to enhance the security effectiveness. Competency checkpoints are developed and ensured all employees completed the training as per the schedule. Awareness activities continued with the Information Security Newsletter on latest security threats and countermeasures, security posters, leaflet and stickers. Half yearly phishing awareness exercise has been introduced to enhance employee acquaintance and response measures. The activities are reviewed by the APO/GCO Senior management for reporting, directions and further improvements.

### Cyber Security assessment

Cyber risk is a top concern across the organization and top management due to high profile breaches globally. APO/GCO management acknowledged the security risk and directed for a cyber-security assessment. APO/GCO performed a current state assessment to measure the sufficiency and effectiveness of security controls in place by performing; network security architecture, Information System security configuration review, advance persistent threat analysis and penetration testing of our networks and internet gateway. APO/GCO is now working with Fuji Xerox headquarters to develop cybersecurity strategy plan and implementation roadmap to mitigate and strengthen from cyber risk.

### Information security assessment

In FY 2015, APO enhanced the self-assessment activity for Information Security. The revised program covers all relevant component to ensure an effective framework is established to review Information Management and governance and operation. The results continues as part of the PDCA (Plan-Do-Check-Act) improvement principles to better plan and manage security programs. APO/GCO has initiated process to strengthen the Information Security risk assessment and annual audit for vendors. Vulnerability assessment process has been implemented for entire APO/GCO Information Systems to ensure systems compliance with the internal standards and requirement set for in the policy.

### Personal Data Protection

Over the last few years, countries has been establishing new regulation or revising its existing personal data protection across the Asia Pacific region. This has prompted APO/GCO to review its existing policies and compliance with the act. Countries have been identifying the need to publish privacy policy and a data protection officer's responsibilities for the company compliance. As Fuji Xerox Singapore and APO HQ are based in Singapore, the PDPA (Personal Data Protection Act) of Singapore affects its operations. APO Information Management Department has established monitoring process and ensure compliance with the act. While working with other APO departments on the requirements and implementing audit, APO continues to ensure compliance with the act. As required in the PDPA, a Data Protection Officer is appointed. Relevant policies and procedures for complaints handling and compliance checks are built, developed and kept up-to-date.

# Efforts for Individual Number

Responding to the actual use of Individual Number (Japan's numbering system for individuals) from January 1, 2016, Fuji Xerox has assembled Individual Number working group to prepare for the operation of the Individual Number.

## <Preparation Categories for Individual Number Operations>

 <h3>Creation of Internal Regulations</h3> <p>Creation of Internal Regulations for proper handling of Individual Number</p> <ul style="list-style-type: none"> <li>• Formulation of basic policy / handling rules.</li> </ul>	 <h3>System Development</h3> <p>System development and renovation to respond to Individual Number</p> <ul style="list-style-type: none"> <li>• Response to human resources systems, salaries systems, accounting systems, etc.</li> </ul>
 <h3>Safety Control Measures</h3> <p>Implementation of safety control measures for specific personal information</p> <ul style="list-style-type: none"> <li>• Organization system, supervision of the people in charge, section management, leakage prevention, access limitations</li> </ul>	 <h3>Internal Training and Education</h3> <p>Implemented in-house training and education</p> <ul style="list-style-type: none"> <li>• We made all employees aware of the basic knowledge of Individual Number, company-wide handling, proper management, and thorough handling.</li> </ul>

## Formulation of Internal Regulations

Fuji Xerox has newly formulated control rules for the management of specific personal information in line with implementation of "Act on the Use of Numbers to Identify a Specific Individual in the Administrative Procedure" (hereinafter "Number Law"). Also, existing related rules such as information security guidelines, privacy policy, and employment rules have been revised/prepared according to the Number Law, and all employees have been instructed strictly to follow those rules.

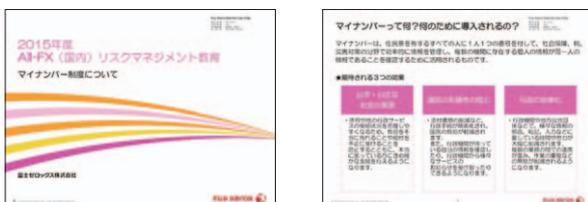
## Safety Control Measures

Fuji Xerox has set and manages stricter rules than the base line of compliance regarding the internal handling of specific personal information as a part of our "Genko-itchi" (effort to match our words and deeds) activities because we handle specific customer personal information. Upon designating areas for performing work as "control areas", and in addition to conducting entry/exit management (such as room-entry-and-exit control and its records), devices being carried in are restricted, and surveillance cameras are used for monitoring.

## Internal Training

We have trained approximately 30,000 employees, including our affiliated companies, on the basic knowledge of Individual Number and how Fuji Xerox handles this company-wide. All employees have been thoroughly educated to ensure the proper management and handling.

## <Individual Number Training Materials>



## Individual Number Collection and Management

We use multiple methods to collect Individual Number, including PCs, paper documentation, and multifunction devices to support our employees working in various environments. Including our affiliated companies, after collection, all of the management and handling work for Individual Number is concentrated at our internal Individual Number Center. Collected Individual Numbers are stored in a dedicated cloud service, and are not left on internal servers or client PCs. By centralizing that information, there is less numbered document transfer between departments, which will reduce risk of information leakage. Also, because the department in charge of submitting such information to the government is performing the submission, there is less of a load due to change of work. We have also implemented concentrated safety control measures for storage and disposal, by centralizing the work to handle Individual Number.

## <Individual Number Collection Method>

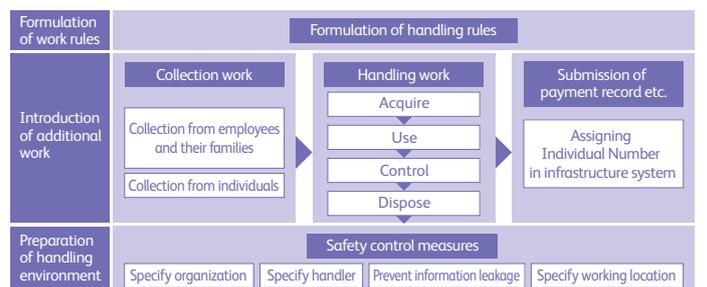
	Targeted person	Collection method
From PCs	Collection from employees with PCs	Scan function → Web registration → Employee registers on number control system on the web Delete scanned data from PC
From paper	Collection from employees without PCs	Send kit → Registration → Sent Individual Number registration kit to employees. Register numbers returned from employees to the number control system
From multifunction device	Department specified by company	Input → Registration → Scan the necessary documents such as Individual Numbers notification card, then register the data in the number control system.

## Supervising outsourcing companies

When outsourcing the handling of Individual Number, it is necessary to implement proper supervision so that measures instituted are equivalent to the safety control measures that should be implemented by outsourcer company based on the Number Law. Fuji Xerox has checked the control areas and handling areas at three of our main outsourcing companies for the Individual Number work. Also, we will periodically monitor our main outsourcing companies to ensure that they are meeting standards defined by Fuji Xerox.

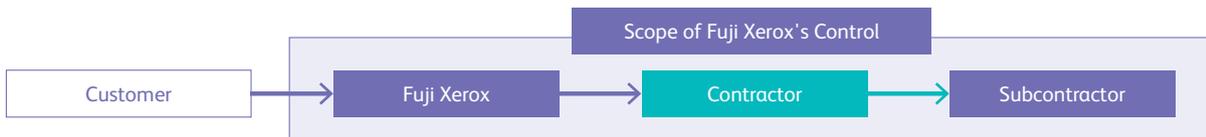
## Promotion of Individual Number Related Business

Fuji Xerox offers all types of solution services for customers to support the formulation of their handling rules for Individual Number, collection and handling work, safety control measures, and to submit the information.



# Information Security Coordinated with Partner Companies

Fuji Xerox conducts all business activities by the support of various partner companies (outsourcing companies for operations) such as with product development, provision of solutions and services, and mission-critical tasks inside the company. We strive to deliver security and peace of mind to our customers as part of our quality by maintaining information security through close coordination with partner companies because valuable information entrusted to us by our customers may be handled by our partner companies depending on the operational contents. Also, when our partner company sub-contracts the outsourcing work to a different company, activities are implemented in consideration that the range of management by Fuji Xerox is to include the subcontractor.

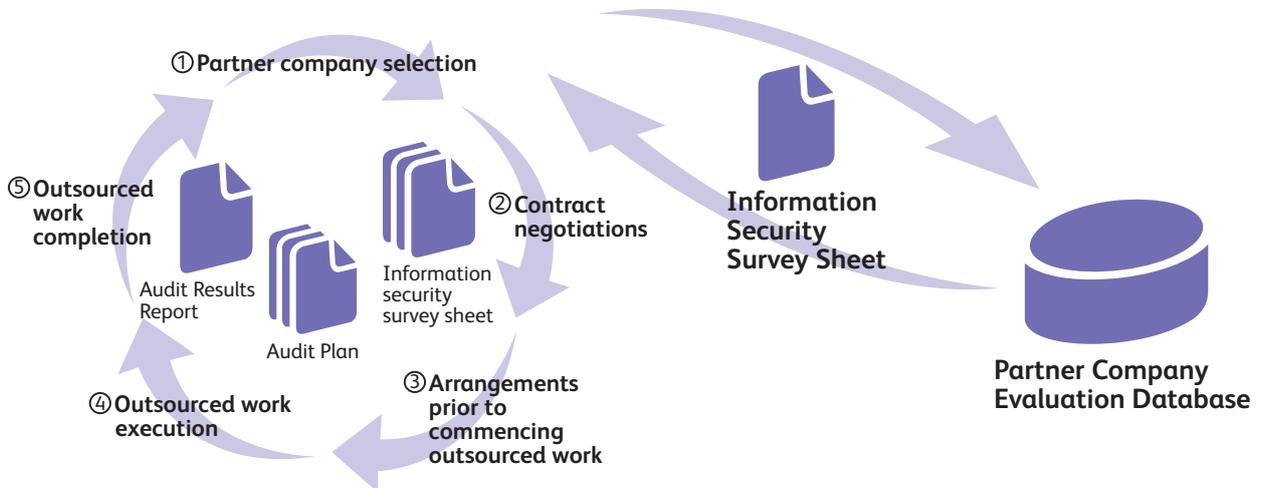


## Company-wide Initiatives

Triggered by incident of other company where massive amounts of personal information was leaked, we investigated the status of security relating to work concerning important information that were outsourced outside of the group. From before, we have drafted and have been using a guideline concerning the provision of the customer's or our company's important information to our partner companies. However with this opportunity, an

investigation task involving the procurement department in addition to the general affairs and quality assurance department in charge of security was assembled. The purpose was to revise the guideline for efficiency in partner company selection in line with the projects, enhancement of governance, and so that investigation and improvement request processes will be correctly performed.

### Process for improving management and supervision of our partner companies



When we outsource works, we ask our partner company to respond to the survey sheet that corresponds to the outsourced work. This is composed of questions relating to the state of security from the perspective of "organizational safety measures",

"Personnel safety measures", "physical safety control measures" and "technical safety measures". The results are accumulated at the corporate office where the information is exclusively managed.

## Examples of Initiatives

### Obtaining Written Pledges from Outsourcing Operators of Partner Companies

Fuji Xerox obtains pledges for appropriate use of information assets and equipment from contract employees, temporary employees, and employees of partner companies. The pledges aim to maintain thorough security throughout the entire company and the specific goals are outlined on the right column.

1. Prevention of information leakage by putting in place nondisclosure agreements
2. Appropriate use of our group resources such as facilities and equipment
3. Preservation of our assets including information assets
4. Thorough abiding of rules to control entry and exit at our group business facilities
5. Appropriate use of internal networks and internal information systems
6. Lending of ALL FX Security Card (AFSC)

# Communication Reform and Security

Fuji Xerox is undertaking communication reforms for the purpose of achieving quick forming of agreements and decision making. In this activity, the aim is to do away with conventional communication practices, to select the means of communication between employees appropriate to the conditions, to surely communicate intentions and to communicate smoothly with our customers and partners. Specifically, until now, communication was left to each person's discretion, which resulted in a mishmash of styles. We unified our communication rules company-wide, and made all of our employees thoroughly aware of the rules. We also built a common, global communication platform as an environment for all of those rules to be smoothly practiced. (Microsoft® Office 365™ was adopted as the communication platform. Today, it is being used by approximately 50,000 people.) When introducing this communication platform, we not only wanted efficiency, but most importantly we wanted to ensure security. We conducted security controls that are based on risk assessments. This risk assessment was composed of two levels. They are communication tools, and communication methods.

\* Microsoft® Office 365™ is a registered trademark of Microsoft Corporation in the United States and other countries.

## <Level 1: Risk assessment of communication tools>

The currently introduced communication platform uses the cloud service. There are a variety of elements as differences between passed on-premises environment<sup>1)</sup> and the cloud service, including protecting data, management of IDs and passwords, maintenance, operation and log controls. We conducted risk assessments while paying close attention not to miss any of the changes. Also, the risk assessment does not end once when tools were introduced. It must be reviewed whenever there are new or modified functions.

1) On-premises environment means procuring, building and operating information systems such as servers and software at your own company.

## <Level 2: Risk assessment of communication methods>

While conducting these activities, we conduct risk assessments for each function and situation of use. As a point of this risk assessment, since communication is mainly other than face-to-face communication, we pay attention to the diversion and information leakage, and spoofing while carefully identifying risks on handling copyrights and personal information.



## Risk Assessment and Security Risk Response

After identifying threats in risk assessments, we define the required level of control, reduce risks by combining human, physical, and technical measures in response to the required level

of control thereby controlling the risks (circumvent, prevent, reduce, disperse, etc.).



## BYOD Efforts

As a general rule, until now, Fuji Xerox has not permitted the use of any information device other than those issued by the company. However, we have started an attempt called BYOD<sup>1)</sup> to bring out the best in each of our employees, and to make our working environment more vibrant.

Concerning the use of personal devices for work, we had discussions regarding saving data, management of IDs and passwords, and security controls related to devices.

In result, we have decided to limit devices to smartphones and tablets, which are comparatively easier to control, for the time being. Also, in view of the demands from our employees and the characteristics of these terminals, we have allowed use of these devices only for sending and receiving company emails, and checking schedules.

As a security measure, we introduced an application that completely prevents the input or the display of information such as IDs, passwords and data to be remain in the devices, and prevents operations such as copying of displayed information. This has reduced the risk of information leakage due to the device being lost or stolen,

and leakage caused by the use of other applications, such as by illegal access, or the copying of notepads or screen shots.

We considered introducing MDM<sup>2)</sup> for the management of personal devices. However, since the scope of device usage is limited to using an application that does not leave company information on the device, and therefore, the risk of information leakage is extremely low, we judged that the obligation to manage by position and a written pledges to observe the rules would be sufficient.

The security measures implemented this time do not hinder user convenience, but ensure security while responding to those employee demands. This has been highly evaluated by our users with many requests further to expand the scope of its use.

We will continue into the future as much as possible to ensure user convenience while ensuring security to bring out the best in each of our employees, and to make our working environment more vibrant.

1) BYOD: Bring Your Own Device

2) MDM: Acronym for Mobile Device Management

System for managing portable devices such as smartphones and tablets.

# Other Efforts in 2014, and 2015

## Raising Awareness of Policy Deployment and Measures

Amidst the global deployment of solution service businesses, Fuji Xerox formulated a company-wide information security basic policy in August, 2014.

Within the basic policy, it is stated that all possible means to prevent information leakage will be taken by placing the utmost importance on managing confidential and personal information we receive from our customers.

In order to thoroughly institute each the basic policy and measures for information security, risk management liaison meetings that targeted for personnel in charge at each department in Japan and at our affiliated companies, were held. The meeting was held in the two parts of information security and disaster countermeasures, where examples of incidents, information relating to preventive measures for preventing similar events, and information on escalation when an incident occurs, were provided, and exchange of information with site members were conducted.



At the Risk Management Council Conducted in Japan

We have also held risk management council in Japan from FY2015 with risk managers participating from all of our overseas sales companies. Similar to our domestic meetings, we exchanged information regarding risks, including information security, and enhanced our collaborative relationship.

## Response to New Threats

Fuji Xerox has reorganized its internal regulations relating to information security to respond to the changes of the ICT environment such as new threats to information security that our company faces, and BYOD, and to respond to revisions of ISO/IEC 27001.

## Promoting Cross-corporate Quality Assurance Tasks

Fuji Xerox has promoted cross-company quality assurance tasks to strengthen our ability to handle information security risks to our products, such as improving the quality of the software development process and improving the emergency handling of cyber-attacks in order to protect our solution service product from the threats of information security risks.

The tasks include strengthening the three vital properties for information security, namely confidentiality (no leakage), integrity (no loss of data, no falsification possible), and availability (no occurrence of unavailable period).

# 2016 Information Security Plan

Our goal in FY2016 is to continue our activity to achieve both the enhancement of information security governance and improve productivity and plan to implement the following activities.

## Information security activities

- We will promote handling of issues by building an emergency support organization for information security, while quickly responding to incidents when they occur and adopting measures to increase the ability to detect attacks.
- We will review regulations, systematically plan training, enlightening, inspections, etc., and maintain our compliance in order to properly manage personal information including Individual Number, and to respond to amended personal information protection laws.
- We will also move further forward with measures to prevent the information leakage from employees and outsourcing companies, caused by internal frauds and human error.
- We will make efforts toward strengthening security governance and obtaining ISMS certification of our overseas affiliated companies.

# Third Party Evaluations and Certifications

At Fuji Xerox and its affiliated companies, we are actively engaged in obtaining third party evaluation and certifications related to information security.

## Status of Information Security Management System (ISMS) Certification Obtainment Management

Since obtaining BS 7799-2:1999 (the UK-based ISMS standard that was the predecessor of ISO/IEC 27001) in 2002 for user authentication services, we have expanded the range of certification obtainment (organizations and operations, etc.)

particularly for operations related to customer point of contact. Currently, certifications have been obtained within the organizations listed below.

### Status of Obtaining ISO/IEC 27001 Certification

Organization Name	Scope of Registration	Certification No.
Fuji Xerox Co., Ltd.	Headquarters, Research/ Development/ Manufacturing, Sales offices Fuji Xerox Global services, service delivery operations	IC03J0033
Domestic Sales Network	<p><b>Kitanihon Area</b> Fuji Xerox Hokkaido Co., Ltd. Fuji Xerox Iwate Co., Ltd. Fuji Xerox Miyagi Co., Ltd. Fuji Xerox Fukushima Co., Ltd. [Regional Headquarters] Fuji Xerox Kitanihon Co., Ltd.</p> <p><b>Shutoken Area</b> Fuji Xerox Tokyo Co., Ltd. Fuji Xerox Tama Co., Ltd. Fuji Xerox Kanagawa Co., Ltd. [Regional Headquarters] Fuji Xerox Shutoken Co., Ltd.</p> <p><b>Kanto Area</b> Fuji Xerox Ibaragi Co., Ltd. Fuji Xerox Tochigi Co., Ltd. Fuji Xerox Gunma Co., Ltd. Fuji Xerox Saitama Co., Ltd. Fuji Xerox Chiba Co., Ltd. Fuji Xerox Niigata Co., Ltd. Fuji Xerox Nagano Co., Ltd. [Regional Headquarters] Fuji Xerox Kanto Co., Ltd.</p> <p><b>Chubu Area</b> Fuji Xerox Hokuriku Co., Ltd. Fuji Xerox Gifu Co., Ltd. Fuji Xerox Shizuoka Co., Ltd. Fuji Xerox Aichi Co., Ltd. Fuji Xerox Aichi-Higashi Co., Ltd. Fuji Xerox Mie Co., Ltd. [Regional Headquarters] Fuji Xerox Chubu Co., Ltd.</p> <p><b>Nishinohon Area</b> Fuji Xerox Kyoto Co., Ltd. Fuji Xerox Osaka Co., Ltd. Fuji Xerox Hyogo Co., Ltd. Fuji Xerox Okayama Co., Ltd. Fuji Xerox Hiroshima Co., Ltd. Fuji Xerox Shikoku Co., Ltd. [Regional Headquarters] Fuji Xerox Nishinohon Co., Ltd.</p> <p><b>Kyushu Area</b> Fuji Xerox Yamaguchi Co., Ltd. Fuji Xerox Fukuoka Co., Ltd. Fuji Xerox Nagasaki Co., Ltd. Fuji Xerox Kumamoto Co., Ltd. Fuji Xerox Kagoshima Co., Ltd. [Regional Headquarters] Fuji Xerox Kyushu Co., Ltd.</p>	
Affiliated Companies (Japan)	Fuji Xerox Advanced Technology Co., Ltd. Fuji Xerox Manufacturing Co., Ltd. Fuji Xerox InterField Co., Ltd. Fuji Xerox Service Creative Co., Ltd. Fuji Xerox Service Link Co., Ltd.	JQA-IM0147
	Itabashi affiliated center includes Sales Headquarter, Jinbocho center, Osaka center, Hokkaido branch, Tohoku branch, Chubu branch, Nishinohon branch, Yokohama center, Tokyo center, Musashi center (Akishima), Musashi center (Mizuho), Musashi center (Souma), Yokohama center, Aichi center, Aioi center, Kure center, Kure center (Shinguu), Mie sales office	
Affiliated overseas companies	Fuji Xerox Korea Co., Ltd.	WISM07-157
	Fuji Xerox of Shanghai Limited. (China)	32968-2010-AIS-RGC-UKAS
	Fuji Xerox of Shenzhen Ltd. (China)	139524-2013-AIS-RGC-UKAS
	Fuji Xerox Eco-Manufacturing (Suzhou) Co., Ltd. (China)	78839-2010-AIS-RGC-UKAS

Organization Name	Scope of Registration	Certification No.	
Overseas affiliated companies	Fuji Xerox Document Management Solutions Asia Limited, Taiwan Branch	The provision of customer data processing, related system development and server room management activities by Technology and Professional Services through professional services	ISS18665
	Fuji Xerox Document Management Solutions (Hong Kong)	Provision of services for data processing, digital printing, mail processing, document binding, direct mailing, document imaging, and management services	IND15.0501U
	Fuji Xerox Business Force (Australia) *100% owned subsidiary of Fuji Xerox Document Management Solutions (Australia) which was made a subsidiary in October, 2012	Provision of services for technical information related to BPO (business, process, outsourcing), infrastructure, operation, and data center device management services	ITGOV40016
	Fuji Xerox (Thailand) Co., Ltd.	Customer transactional Printing & Security Printing	TH14/7949
	Fuji Xerox Australia Pty. Ltd.	Provision of outsourced data capture, print and document management solutions	ITGOV40046

As of July 1, 2016

## Status of Privacy Mark Accreditation

We are continually making improvements in order to properly protect our customers' personal information and our own internal personal information, as well as to firmly establish this practice as our management system.

## Status of Privacy Mark Accreditation

Name of Accredited Organization	Accreditation No.
Fuji Xerox System Service Co., Ltd.	11820092(08)
Fuji Xerox Learning Institute Inc.	10860221(06)

As of July 1, 2016

## Status of ISO/IEC 15408<sup>1)</sup> Certification Obtainment

Since February 2007, Fuji Xerox and its affiliates have obtained ISO/IEC 15408 certification for products including multifunction devices and printers. The products for which certification was obtained between July 1, 2014 and July 1, 2016 are listed below. In relation to products for which certification was obtained prior

to June 30, 2014, please refer to the website of the independent administrative agency, Information-Technology Promotion Agency, Japan.  
<http://www.ipa.go.jp/index-e.html>

## Status of ISO/IEC 15408 Certification

Product Name	Authentication date
Fuji Xerox ApeosPort-V C7780/C6680/C5580 DocuCentre-V C7780/C6680/C5580 Series Controller Software Controller ROM Ver. 1.0.13	July 11, 2014
Fuji Xerox ApeosPort-V C7775/C6675/C5575/C4475/C3375/C3373/C2275 DocuCentre-V C7775/C6675/C5575/C4475/C3375/C3373/C2275 Series Controller Software Controller ROM Ver. 1.0.14	July 11, 2014
Fuji Xerox ApeosPort-IV 3065/3060/2060 for Asia Pacific Controller ROM Ver. 1.140.21, IOT ROM Ver. 40.2.0, ADF ROM Ver. 7.9.0	December 25, 2014
Xerox Color C60/C70 Controller ROM Ver. 1.200.17, IOT ROM Ver. 67.20.0, ADF ROM Ver. 13.19.3	December 25, 2014
Fuji Xerox ApeosPort-V C7775/C6675/C5575/C4475/C3375/C3373/C2275 T2 DocuCentre-V C7775/C6675/C5575/C4475/C3375/C3373/C2275 T2 Series Controller Software Controller ROM Ver. 2.0.12	February 13, 2015
Fuji Xerox ApeosPort-V C7780/C6680/C5580 T2 DocuCentre-V C7780/C6680/C5580 T2 Series Controller Software Controller ROM Ver. 2.0.13	February 13, 2015
Fuji Xerox ApeosPort-V 5070/4070 DocuCentre-V 5070/4070 Series Controller Software Controller ROM Ver. 1.0.8	August 26, 2015
Fuji Xerox ApeosPort-V 7080/6080 DocuCentre-V 7080/6080 Series Controller Software Controller ROM Ver. 1.0.7	August 26, 2015
Fuji Xerox ApeosPort-V 4020 Series Controller Software Controller ROM Ver. 1.2.0	September 17, 2015
Fuji Xerox ApeosPort-V C3320 Series Controller Software Controller ROM Ver. 1.2.0	September 17, 2015
Fuji Xerox ApeosPort-V C7776/C6676/C5576/C4476/C3376/C3374/C2276 DocuCentre- C7776/C6676/C5576/C4476/C3376/C3374/C2276 Series Controller Software Controller ROM Ver. 1.0.7	October 06, 2015
Fuji Xerox ApeosPort-V C7785/C6685/C5585 DocuCentre- C7785/C6685/C5585 Series Controller Software Controller ROM Ver. 1.0.7	October 06, 2015
Fuji Xerox DocuCentre-V C2265/C2263 Equipped with HDD, Data Security, fax and scanning functions Controller ROM Ver. 1.0.13, FAX ROM Ver. 2.0.8	March 31, 2016
Fuji Xerox ApeosPort-V 3065/3060/2060 DocuCentre-V 3065/3060/2060 Equipped with HDD, Data Security, printer, fax and scanning functions Controller ROM Ver. 1.0.13, FAX ROM Ver. 2.0.8	March 31, 2016

1) ISO/IEC 15408 is an international security standard for evaluating, from an IT security perspective, whether IT-related products and systems have been designed in an appropriate way and whether those designs have been correctly implemented.

As of July 1, 2016

Fuji Xerox Co., Ltd.