



# **| Mitsubishi Electric Group Information Security Report 2022**



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## Editorial Policy

The purpose of this report is to apprise stakeholders of the information security initiatives that the Mitsubishi Electric Group engages in on a daily basis in order to enhance the quality of life in our society.

### Period Covered by the Report

Fiscal 2021 (April 1, 2021 – March 31, 2022)

### Scope of the Report

Information security initiatives at the Mitsubishi Electric Group

### Publication Date of the Report

September 2022

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**Inquiries about the Information Security Report**

# Executive Message

## We tackle information security as an important management issue.

The Mitsubishi Electric Group has learned a lot of lessons from its past data breach incidents resulting from unauthorized access and reaffirmed that cybersecurity is an important management issue. To tackle the issue, we have established the Corporate Information Security Division in April 2020 supervising the information security measures of the Mitsubishi Electric Group.

Recently, business operations and environments have changed through teleworking and cloud services. To adapt to the change, we should drive digital transformation (DX) with security. Furthermore, business environments should be resilient against cyberattacks triggered by geopolitical tensions due to conflict. The Corporate Information Security Division establishes security measures and expand them and share the knowledge of cyberattacks across the Mitsubishi Electric Group.

Also, the Mitsubishi Electric Group has made a Declaration of Confidential Corporate Information Security Management and formulated the Personal Information Protection Policy to foster a corporate culture that ensures the appropriate handling of confidential corporate information and personal information. To put the above declaration and policy into practice, the Mitsubishi Electric Group is not only developing regulations and frameworks, providing education regularly to all employees, and implementing IT-based comprehensive measures, but also constantly making improvements through the PDCA cycle, including inspections.

Furthermore, we have implemented vulnerability handling processes and secure development processes for products and services through which we will contribute to the realization of a safe and secure society.

In addition to preparing for increasingly sophisticated and diversified cyberattacks, we will establish quicker response processes in overseas regions against global laws, regulations, and economic security. The Mitsubishi Electric Group will continue to carry out information security actions that will meet your expectations.

This report provides information on the Mitsubishi Electric Group's information security efforts. We hope that it will be useful to you.



**Eiichiro Mitani**

Executive Officer in Charge  
of Information Security and IT,  
Mitsubishi Electric Corporation

# Lessons Learned from Cyberattack Incidents and Strengthening of Information Security

The Mitsubishi Electric Group is strengthening its security against all kinds of cyberattacks attempting to steal the confidential information of our group and its stakeholders with the recognition of the importance of information security measures against threats, such as targeted attacks and ransomware.

## Brief Summary of the Incidents

In the past, a malware infection resulting from a targeted attack, unauthorized access via our cloud service, and unauthorized access to our network have occurred at the Mitsubishi Electric Group.

The malware infection was found by the behavior detection function of the anti-virus software installed on each device. After that, we prevented the spread of the infection and removed the malware. The malware was fileless malware using Windows PowerShell and we think the cyberattack targeted our company. The same kind of malware has been found on devices inside and outside the country.

In the unauthorized access incident that occurred via our cloud service, our cloud monitoring system detected abnormal access to the cloud service. Although we took actions, including the immediate blocking of the unauthorized access, it was confirmed that information related to the bank accounts of our domestic business partners had been leaked. It turned out that the attacker first intruded into our affiliates in China and stole the employee's account information, which was abused to gain unauthorized access to the cloud service and related servers. Since the attack did not use malware and did not exploit software vulnerabilities, it took a long time to identify what happened by analyzing a large volume of logs including the normal cloud service access log.

In the unauthorized network access incident we detected anomaly access from overseas and confirmed that confidential information of our affiliates was leaked.

## Lessons Learned from the Incidents

We learned three lessons from these cyberattack incidents. First, taking measures which were once effective does not guarantee protection against attacks. For advanced and sophisticated attacks that cannot be blocked by traditional

measures, it is necessary to add different types of protections to form defense in depth.

Second, perimeter defense alone is not sufficient. To protect against unauthorized access using stolen employee IDs and passwords countermeasures are needed based on the concept of zero trust security<sup>\*1</sup> in which even employee's access is not trusted.

Third, the concept of centralized management is important to quickly identify the cause and implement countermeasures in the case of an incident. If information that should be examined is stored in different locations or independently managed in each location, it would take long time to grasp the whole picture of an incident, make a comprehensive decision, resulting in delayed reporting and serious damage.

<sup>\*1</sup> A security approach in the premise that all access inside and outside the company is untrustworthy, so all communications are inspected and authenticated.

## Future Actions

After the incidents, we have taken immediate measures for computer terminals and servers. Also we understand that in order to protect against advanced and sophisticated targeted attacks, like those targeting us, we should implement defense in depth protection comprising of prevention of intrusion, prevention of spreading, prevention of leakage, and global responses. We will certainly implement both cyberattack countermeasures and monitoring against cyberattacks, and also enhance secure document management and organizational security policies and procedures to prevent a recurrence of information leakage.

We have also enhanced monitoring of the cloud service targeted and will accelerate the implementation of the zero trust security measures in case of advanced cyberattacks. We are strengthening security measures across the Mitsubishi Electric Group such as tightening domestic and international network access control, enhancing commuter terminal security, strengthening authentication platform with multifactor authentication, and enhancing IT infrastructure monitoring. We make sure to improve information security in corporation with related organizations.

We will certainly implement extensive and responsive security through centralized management.

# Basic Information Security Principles

## Basic Policy

The Mitsubishi Electric Group will improve its information security management system as well as strengthen cyberattack countermeasures to prevent a recurrence of information breaches. Our goal is to achieve Level 3 or higher for the Cyber security Maturity Model Certification (CMMC).<sup>\*2</sup>

We are managing the information entrusted to us by stakeholders of Mitsubishi Electric as well as confidential corporate information, including sales, engineering, and intellectual property information, based on the concept of the

Declaration of Confidential Corporate Information Security Management established in February 2005. We will inform this declaration widely across the Mitsubishi Electric Group to ensure thorough information protection and management considering the past incidents.

<sup>\*2</sup> The Cybersecurity Maturity Model Certification framework by the U.S. Department of Defense. Certification Level 3 or higher means excellent security measures and management structure.

### Declaration of Confidential Corporate Information Security Management

With respect to the information assets that constitute its core business activities, Mitsubishi Electric Corporation shall disclose information that should be released externally in a timely and appropriate manner, while ensuring strict and appropriate management of confidential corporate information.

In the unlikely event that valuable information or confidential corporate information entrusted to us by others were to leak, this would not only cost the trust and confidence invested in the Company; the improper use of this information could also threaten national, societal and individual security.

Recognizing that appropriate management of confidential corporate information is a key corporate social responsibility, the Company hereby declares that all employees shall comply with the following confidential corporate information management policies.

1) Appropriate Management of Confidential Corporate Information through Compliance with Laws, Ordinances and Regulations

The Company shall manage all confidential corporate information concerning business activities appropriately in accordance with laws, ordinances and Company regulations.

“Confidential corporate information” means valuable technical or business information held by the Company, and information (such as personal information, information obtained from outside the Company and insider information), which if disclosed or used in an unauthorized way, could be disadvantageous to the Company and/or its stakeholders. Physical objects that constitute confidential corporate information are also subject to control.

2) Enforcement of Security Management Measures

The Company shall implement appropriate security management measures for the protection and proper control of confidential corporate information.

“Security management measures” means organizational, human, technological and physical measures that are strictly enforced according to the confidentiality level of the applicable corporate information.

3) Enhancement of Information System Security Measures

The Company shall enhance its information system security measures to prevent unauthorized access, intrusion and wrongful use of confidential corporate information, and implement comprehensive countermeasures with IT.

4) Education

Recognizing that the awareness of individual employees who are involved in handling confidential corporate information is fundamental to management, the Company shall provide regular education for all employees concerning the importance of confidential corporate information management and the Company’s efforts to enhance it.

5) Continual Improvement of Management through the PDCA Cycle

The Company shall establish a confidential corporate information management system and improve it proactively and continually through the PDCA (Plan-Do-Check-Act) cycle.

6) Timely and Appropriate Information Disclosure

In addition to rigorously managing confidential corporate information in an appropriate manner in line with items 1 through 5 above, the Company shall disclose information that should be externally released in a timely and appropriate manner.

Date of formulation: February 16, 2005

Date of revision: July 28, 2021

Kei Uruma, President & CEO

Mitsubishi Electric Corporation

## Information Security Organization Structure

In April 2020, we established the Corporate Information Security Division directly under the president and integrated three functions, “confidential corporate information management and personal information protection,” “information system security,” and “product security” to supervise overall information security management activities. In April 2021, we enhanced the functions of the division and added members. We will invest over 50 billion yen to strengthen the cyber security measures and improve our information security management system to achieve Level 3 or higher for the Cyber security Maturity Model Certification (CMMC).

The Executive Officer in charge of information security supervises information security management. Under his instructions, the Corporate Information Security Division plans and implements the Mitsubishi Electric Group’s information security management system and cybersecurity countermeasures. Meanwhile, Corporate CSIRT in the division cooperates with CSIRTs\*3 in business groups and business sites to ensure information security.

In addition, in response to the cyberattack that happened at a factory of a manufacturer causing production to shut down, Mitsubishi Electric has formed a group in the division in charge

of factory security.

The PSIRT,\*4 in the division, which is in charge of enhancing product security was certified as a CNA\*5 in November 2020. It has begun allocating CVE IDs\*6 to vulnerabilities that affect Mitsubishi Electric products and announces these vulnerabilities to the public. By doing so, the PSIRT strengthens vulnerability handling processes cooperating with outside stakeholders. The PSIRT reports identified vulnerabilities according to the processes and issues instructions to respond properly and prevent secondary damage.

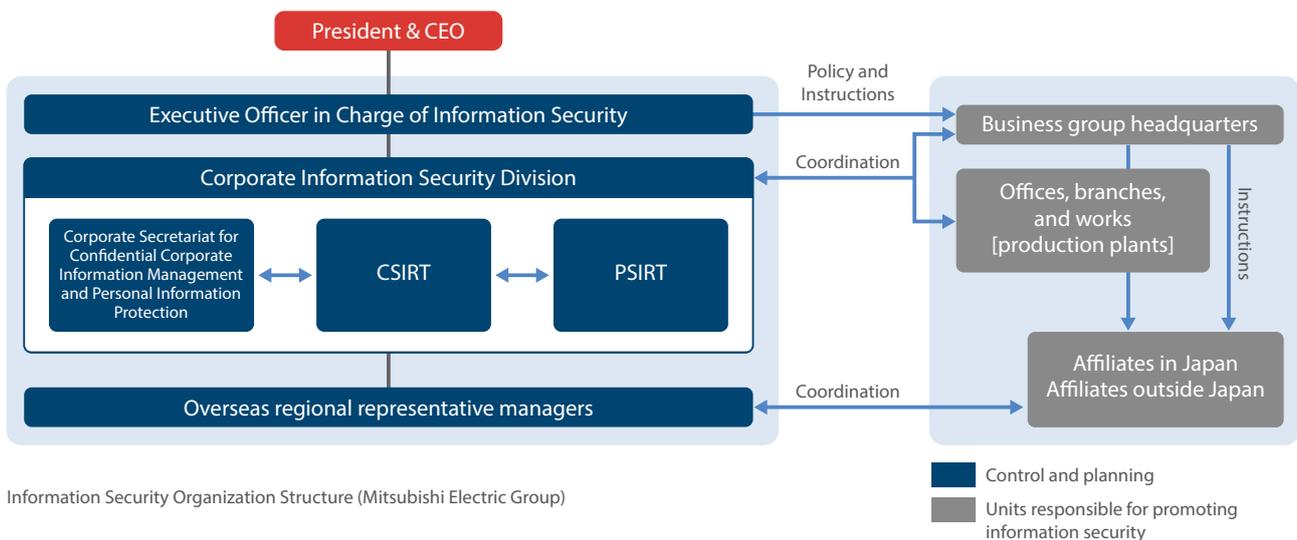
Business groups and business sites (offices, branches, and works) provide instructions and guidance on information security to domestic and overseas affiliates. As for cybersecurity issues at overseas affiliates, the Corporate Information Security Division will cooperate with overseas regional representative managers in America, Europe, China, and other Asian countries considering each region’s circumstances.

\*3 CSIRT stands for Computer Security Incident Response Team.

\*4 PSIRT stands for Product Security Incident Response Team. It works on improving the security quality of products and services.

\*5 CNA stands for CVE Numbering Authority, and CVE stands for Common Vulnerabilities and Exposures.

\*6 Globally used vulnerability identifiers.



Information Security Organization Structure (Mitsubishi Electric Group)

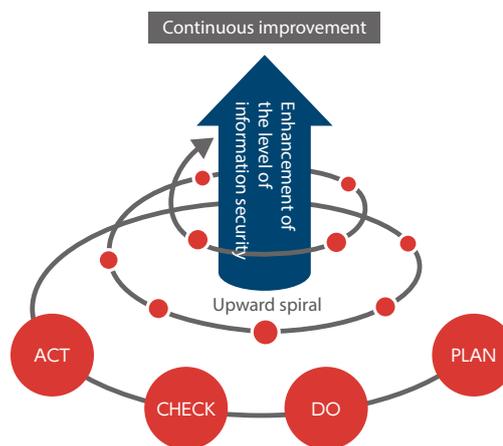
# Information Security Management

## Management Principles

The Mitsubishi Electric Group oversees confidential corporate information management and protects personal information as its continuous improvement activity using the Plan, Do, Check, Act (PDCA) cycle and implements four security measures, which are organizational, human, physical, and technological security measures, to safeguard confidential corporate information and personal information while taking into consideration external factors such as handling of personal data overseas.

### PDCA cycle

We strive to continually raise the level of our information security in an upward spiral. First, plans are formulated at the beginning of the fiscal year based on an annual policy (Plan). Then, various information security measures are rolled out and employees are trained (Do). Afterward, the status of information security management is checked (Check). Finally, the measures are revised accordingly based on the results (Act).



PDCA cycle to ensure information security

### Four security measures

Organizational security measures consist of systems such as a management framework, internal rules, and internal audits to safeguard confidential corporate information and personal information. They are revised as needed to ensure no loss of effectiveness due to changes in the operating environment.

Human security measures consist of education for employees and personnel management to ensure employees carry out information security measures.

Physical security measures consist of site and room access control as well as physical protection for equipment to prevent unauthorized third parties from entering a business site and potentially accessing confidential corporate information and personal information.

Technological security measures consist of information system security efforts such as cyberattack countermeasures.



Four security measures

### Global activities

To maintain and improve the information security level of the Mitsubishi Electric Group including overseas affiliates, various inspections are conducted according to information management system prescribed in the Guidelines to Information Security Management Rules for Affiliated Companies.

## Information Security Regulations and Guidelines

In accordance with Declaration of Confidential Corporate Information Security Management and Personal Information Protection Policy, Mitsubishi Electric Corporation has established information security regulations and guidelines

from the perspective of the four security measures, and reviews them as necessary to comply with current laws. In addition, we set similar rules for personal information protection and have applied to affiliates.

	Item	Basic regulations
Security measures	Organizational security measures	Regulations on confidential corporate information security management / Personal data protection guidelines
	Human security measures	Regulations on the work of employees
	Physical security measures	Physical security guidelines
	Technological security measures	Regulations on information security management

### Responding to changes in the operating environment

In addition to the basic regulations given above, we have established regulations concerning the release of information on public-facing websites, regulations concerning the use of

smartphones, management standards to strengthen information security in the supply chain, and other regulations to address today's changing business operation environment.

## Information Security Inspections

The Mitsubishi Electric Group performs the following inspections as part of the C (Check) stage of the PDCA cycle at head office management departments, business groups and offices, and affiliates. These inspections focus on checking whether confidential corporate information management and personal information protection activities are being implemented properly by the Mitsubishi Electric Group as a whole, and on confirming the status of those activities. The

Group reviews measures based the results, and this leads to the A (Act) stage of the PDCA cycle.

These inspections are set down in the Confidential Corporate Information Management Regulations, which cover Mitsubishi Electric Corporation, and in the Guidelines for Information Security Management Regulations, which cover domestic and overseas affiliates.

Name Content	Name	Content
Self-check	Self-check program for confidential corporate information management and personal information protection	Using a checklist, each Mitsubishi Electric Group company performs a self-inspection of its activities for information security.
Third-party check	Third-party check program for confidential corporate information management and personal information protection	Mitsubishi Electric's business sites mutually check each other's status of information security management. Mitsubishi Electric checks the status of information security at affiliated companies.
	Personal information protection audits (Personal information protection management system audits)	At Mitsubishi Electric, the status of personal information protection is audited company-wide under the instructions of the Audit Manager for Personal Information Protection appointed by the President & CEO of Mitsubishi Electric. At affiliated companies in Japan that have been granted the right to use the "PrivacyMark", the same audit is carried out by the audit manager of each company.

## Information Security Education

Mitsubishi Electric is working on fostering a corporate culture that ensures the appropriate handling of confidential corporate information and personal information. For example, after the data breach incidents caused by unauthorized access, we provide the educational programs described below to train employees on how to fully implement concrete security measures, including storing files on servers or encrypting them in accordance with their confidentiality level.

### Education for all employees

An e-learning program on information security is provided once a year to all employees and other staff members (about 50,000 in total) to ensure their full understanding of the Mitsubishi Electric policies, status of data breach incidents, laws and regulations related to the protection of personal information, Unfair Competition Prevention Act, and security measures (organizational, human, physical, and technological measures) that each employee must be aware of. In addition, due to the rapid increase in teleworking and the shift in business type and environment due to the use of cloud services, educational materials for employees are released as needed.

### Education corresponding to each career stage

We teach confidential corporate information management and personal information protection in the new employee education program, as well as in the training program for newly appointed section managers, so that our employees can fulfill the roles expected at each career stage.

### Exercises to practice handling spoofed e-mails

As a measure against cyberattacks, Mitsubishi Electric regularly conduct exercises that allow all employees, including officers, to verify that they know how to handle spoofed e-mails. Employees of affiliates in Japan can participate in this exercise. At overseas affiliates in the Americas, Europe, and China, practice exercises are conducted according to local circumstances under the direction of regional representative managers.

### Other individual training

Employees posted overseas are provided with a preliminary education program which covers risks in confidential corporate information management and personal information protection outside Japan and examples of information leakage incidents that have occurred overseas.

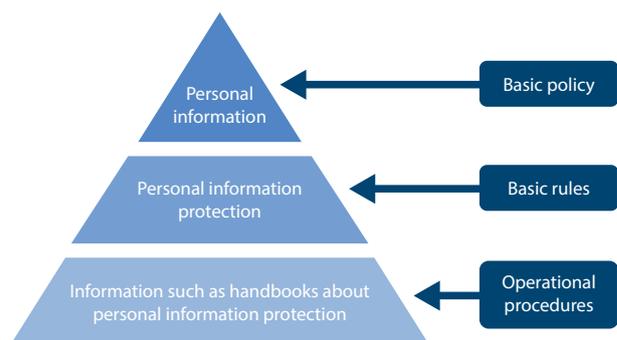
## Activities for Personal Information Protection

### Personal information protection

Mitsubishi Electric formulated company rules on personal information protection in October 2001, and since then, it has ensured that all employees and relevant individuals understand the rules and it is working on protecting personal information.

In 2004, the company formulated the Personal Information Protection Policy and improved it as a set of personal information protection activities that meet the requirements of JIS Q 15001: 2006 Personal Information Protection Management Systems. In January 2008, we were granted the right to use the "PrivacyMark", which certifies the establishment of management systems that ensure proper measures for personal information protection. We have been renewing the "PrivacyMark" certification since then.

We are also reviewing company rules in order to properly comply with the revised Act on the Protection of Personal Information, which came into effect in April 2022.



Structure of personal information protection rules

Personal information collected from customers through questionnaires, registration of purchased products, after-sales service, and so on is managed in accordance with the "Personal Information Protection Policy". Furthermore, Mitsubishi Electric

has been granted the right to use the "PrivacyMark" and is making ongoing efforts to ensure the proper handling of personal information.

## Personal Information Protection Policy

Mitsubishi Electric ("the Company") will continually improve its technologies and services by applying creativity to all aspects of its business, thus enhancing the quality of life in society. Through these activities, the Company collects various types of information from its customers and affiliated persons. Since personal information is an important asset of individuals, it is the company's social responsibility to protect the personal information appropriately and use it correctly and safely in compliance with laws. The Company has established the personal information protection management system as a part of corporate management. With this system, the Company will ensure that the Company's employees (including corporate officers, employees, short-term/long-term part-timers, and temporary staff) and affiliated persons fully understand personal information protection, implement the actions listed below, and improve and maintain personal information protection.

### 1. Objective of Personal Information Protection

The objective of personal information protection is to appropriately and effectively use personal information and protect the rights and interests of individuals with due consideration given to the usefulness of personal information.

### 2. Purpose of Use of Personal Information

The Company uses personal information within the extent of the purpose of use clearly described to the information owner and uses such information only when required for business reasons.

### 3. Acquisition of Personal Information

The Company acquires personal information through legal and fair means. When acquiring information directly from the information owner, the Company will clearly explain the requirements, including the purpose of use, and obtain consent.

### 4. Disclosure and Submission of Personal Information

The Company will obtain the consent of the information owner before disclosing or submitting his/her personal information to a third party for the purpose of outsourcing or collaboration.

### 5. Handling of Personal Information

#### (1) Compliance with laws and regulations on the protection of personal information

The Company fully complies with laws, regulations, national policies, and other rules concerning the protection of personal information.

#### (2) Prevention of data breach, losses, and damage to personal information (e.g., security measures), and corrective measures

The Company takes reasonable safety actions and necessary security measures to prevent unauthorized access, losses, corruption, falsification, or leakage of personal information. It also audits all departments to check the handling of personal information and implements corrective measures. Through this audit, all divisions review the latest data breach risks or issues and make improvements to avoid similar incidents in the future.

#### (3) Creation and operation of the personal information protection management system

The Company has created and is operating the personal information protection management system in line with the requirements of JIS Q 15001: 2006 Personal Information Protection Management Systems. It has also been reviewed by JIPDEC and as a result, obtained the right to use "PrivacyMark", which is given to businesses that handle personal information properly. It will continue to protect personal information while continually improving the personal information protection management system.

### 6. Handling of Information Related to Individuals

When the Company handles information related to an individual such as location data, IP address, and cookies on the Company website or in other places, it may notify the information owner of the purpose of use and obtain his/her consent.

### 7. Responses to Inquiries from Information Owners

When the information owner requests the disclosure, correction, removal, or suspension of use of his/her personal information, or when the Company receives inquiries, including complaints or consultation, from the information owner, it will respond without delay.

The Company also strives to keep personal information accurate and up to date.



Date of formulation: April 16, 2004

Date of revision: April 1, 2022

Kei Uruma, President & CEO

Mitsubishi Electric Corporation

### Proper handling of personal information

We handle personal information appropriately; we acquire it by specifying the purpose of use, use it only within the intended scope, and provide it to a third party only with the consent of information owners. At the same time, we will further strengthen security measures, including storing data on servers and using data encryption, to address the risk of data breach caused by cyberattacks.

### PrivacyMark

Mitsubishi Electric and some affiliates in Japan have been granted the right to use the "PrivacyMark".

### Response to Japan's "My Number" system

Personal identity numbers are managed strictly and

handled appropriately in accordance with internal regulations adapted to Japan's "My Number" system. Employees who handle personal identity numbers are trained individually.

### Compliance with the EU General Data Protection Regulation (GDPR) and China's Personal Information Protection Law

The Mitsubishi Electric Group handles personal data from the EU in an appropriate manner with due consideration to the General Data Protection Regulation (GDPR) that was put into force in the EU in May 2018 as a framework to protect privacy. Outside the EU, the Personal Information Protection Law came into effect in China on November 1, 2021. Therefore, the restricted transfer of personal information across borders is becoming a global trend and we will act appropriately.

## Other Measures

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### Contractor management

Confidential corporate information and personal information are entrusted to a contractor only after a proper non-disclosure agreement is concluded between Mitsubishi Electric and the contractor. The agreement stipulates all the security matters that we require. To ensure that confidential corporate information and personal information entrusted to a contractor will be handled with appropriate control, before entrusting the information to the contractor, we confirm that the

contractor will maintain the proper level of protection. After submitting the information, we supervise the contractor by regularly examining a status report on the use and management of the information that we have submitted. Moreover, the agreement includes a special clause that provides for the protection of the personal information that we have submitted.

# Information Security Initiatives

## (Technological and Physical Security Measures)

The information security initiatives of the Mitsubishi Electric Group include cyberattack countermeasures and physical security measures for the IT infrastructure.

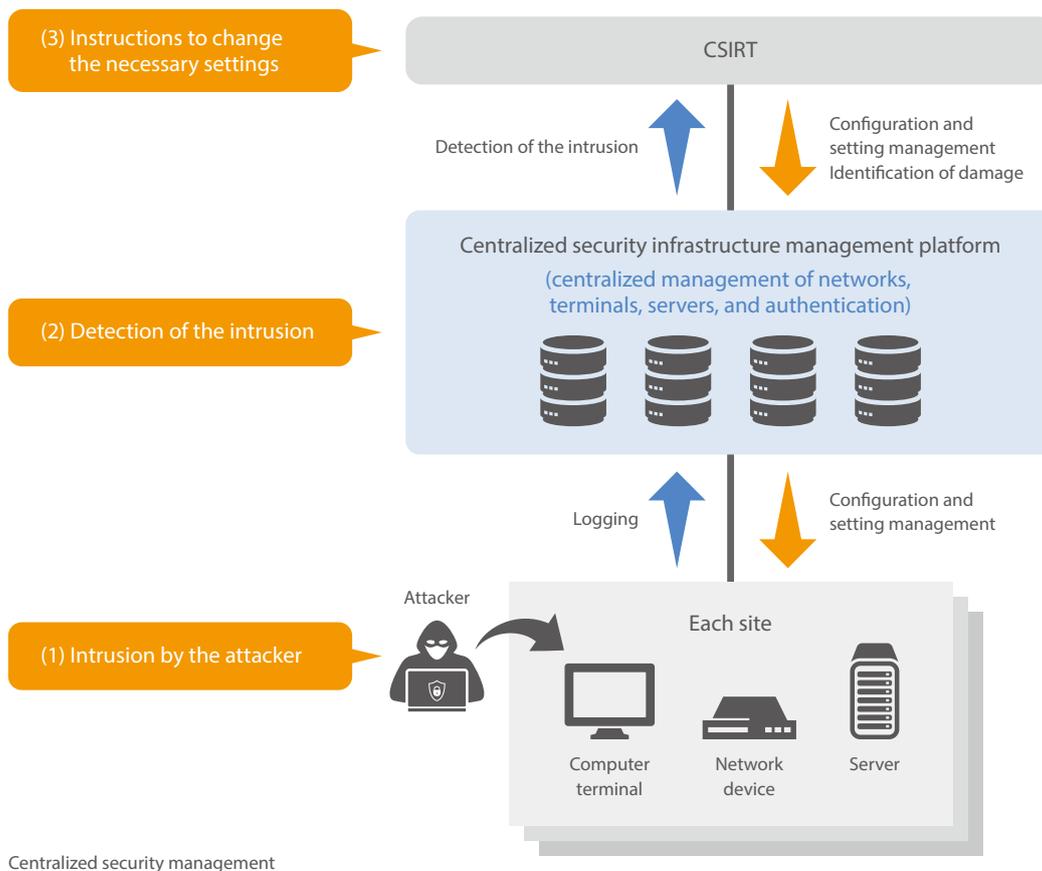
### Cyberattack Countermeasures

Cyberattacks against companies are becoming more sophisticated and diversified every year, posing major threats to them.

To fight against cyberattacks, which have become more sophisticated and diversified with the increase of the use of cloud services and teleworking, the Mitsubishi Electric Group carries out centralized management of the networks, computer terminals, and servers (cloud) and adopts defense in depth based on the concept of zero trust security. Defense in depth provides protection against cyberattacks and enables the

detection of suspicious activities and intrusions. Furthermore, developing incident response processes helps to prevent and minimize damage.

To support work at the office as well as work requiring access from home or on a business trip, strong multifactor authentication has been introduced and authentications are centrally managed. Internet websites are constantly exposed to many external threats, and so we only launch websites that are approved in order to maintain a high security level.



### Defense in depth

The Mitsubishi Electric Group has adopted defense in depth, consisting of three layers of technological security measures, which are network, computer terminal, and server (cloud) security measures.

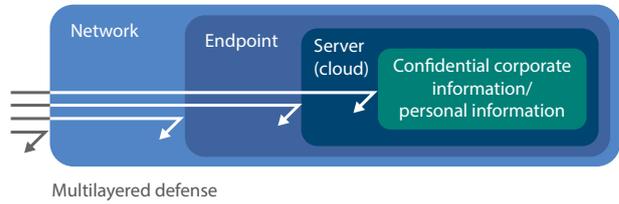
In the network security measures, various security devices are installed at perimeter to control and monitor email and web communications, among others. This will block unauthorized access or malware from outside or prevent information from being leaked. The Mitsubishi Electric Group will improve this communication filtering function.

In the computer terminal security measures, anti-malware software detects and removes malware, and security patches for software vulnerabilities are applied. Doing so will lead to the prevention of computer terminal malware infections, suppression of attacks, and localization of damage. For this reason, computer terminals are centrally managed, and measures are sure to be applied to them. Anomaly behavior detection will be installed in all computer terminals to enhance computer terminal security.

Servers that are becoming cloud-based are periodically checked to find vulnerabilities, and communications and operations are monitored. This will make servers (cloud) robust, which have critical information.

To confidential corporate information and personal information stored in servers or in the cloud, access control and encryption is applied based on the principle of least privilege. For the management of these types of information, the Mitsubishi Electric Group also develops and fully implements

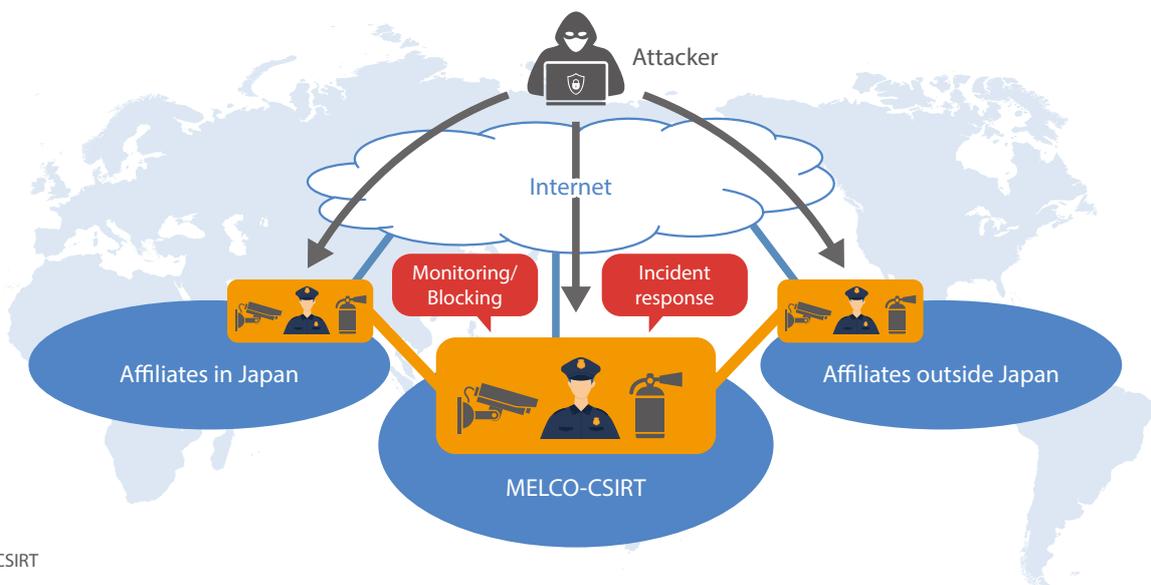
rules, educates employees, and carries out inspections.



### Computer Security Incident Response Team

The Mitsubishi Electric Group has established the Mitsubishi Electric Corporation Computer Security Incident Response Team (MELCO-CSIRT) to monitor cyberattacks and respond immediately to any incidents.

We have also developed a process to monitor our affiliates inside and outside Japan to prevent cyberattacks. The above-mentioned communication monitoring enables detection and blocks cyberattacks quickly by identifying suspicious behaviors. With the terminal security measures, the current soundness of computer terminal is grasped, and malware infection is promptly detected and in the case of incident detection, the MELCO-CSIRT will make full use of these security measures to immediately assess the damage, carry out appropriate emergency responses, perform restoration, and minimize damage as much as possible. After that, it will analyze the incident in detail and support the implementation of permanent measures by the department where the incident occurred.



MELCO-CSIRT

### Security measures for teleworking

Teleworking is becoming more common as work styles diversify to include working from home or at a satellite office, in addition to mobile work during a business trip. Working from home has become normal lately as a measure to prevent the spread of the novel coronavirus. It is believed that teleworking become a common work style.

Meanwhile, the use of a network and the cloud contributes to the diversification of business operation, and traditional security measures at the perimeter becomes insufficient due to an increase in normal access from outside. For this reason, we are implementing more powerful security measures, including the encryption of communications using a virtual private network (VPN) for security and the use of multifactor authentication.

For work from home, work at a satellite office, and mobile work (business trips), we will improve security measures to

protect them from cyberattacks based on the concept of zero trust.

### Management of Internet websites

As a lesson learned from past incidents that occurred due to unauthorized access, the Mitsubishi Electric Group now launches websites only after the approval by Mitsubishi Electric in order to maintain the security level of websites.

Websites may go live only after they have passed a security test and problems have been resolved. We also regularly inspect our public websites on the Internet to assess their management status. By doing so, we remove unnecessary websites and strengthen security measures for websites where they are insufficient. Additionally, if we find an unauthorized website, we perform a security test immediately.

## Physical Security

To prevent suspicious individuals from entering a business site and coming into contact with confidential corporate information, the Mitsubishi Electric Group sections physical spaces of human activity, such as a site's grounds, corridors, offices, meeting rooms, server areas, and data rooms, into areas and designates a security level (area level) for each area.

### Area levels

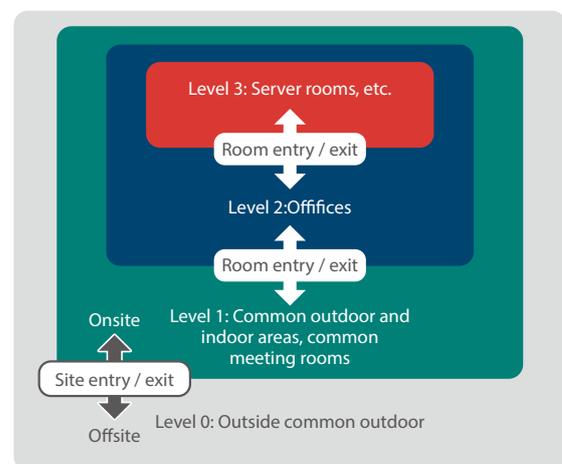
The designation of area levels is as given in the following table. We define security rules according to area level.

	Level	Evaluation criteria	Example	
High ↑	Area level 3	Onsite; areas that can be accessed and used only by specific Mitsubishi Electric employees	Server rooms, data rooms, development rooms	Onsite
	Area level 2	Onsite; in principle, areas that can be accessed and used only by Mitsubishi Electric employees	Offices	
	Area level 1	Onsite; areas that can be used by Mitsubishi Electric employees, employees of affiliates (including sales representatives), and customers that have gone through an entry procedure	Common outdoor and indoor areas, common meeting rooms, corridors	
Low	Area level 0	Offsite	Outside common outdoor areas	Offsite

Designation of area levels

### Entry/exit access control

We use entry/exit access control to ensure that only authorized persons enter rooms and sites when going between areas with different area levels. In particular, Mitsubishi Electric sites use ID card-based authentication systems to ensure security as well as more efficient entry and exiting.



Entry/exit access control

# Initiatives Regarding the Security Quality of Products and Services

## Roles of the Mitsubishi Electric PSIRT

Mitsubishi Electric has formed the Mitsubishi Electric Product Security Incident Response Team (PSIRT), an internal unit for handling issues related to the security quality of products and services, and is making company-wide efforts to ensure the information security of our products and services.

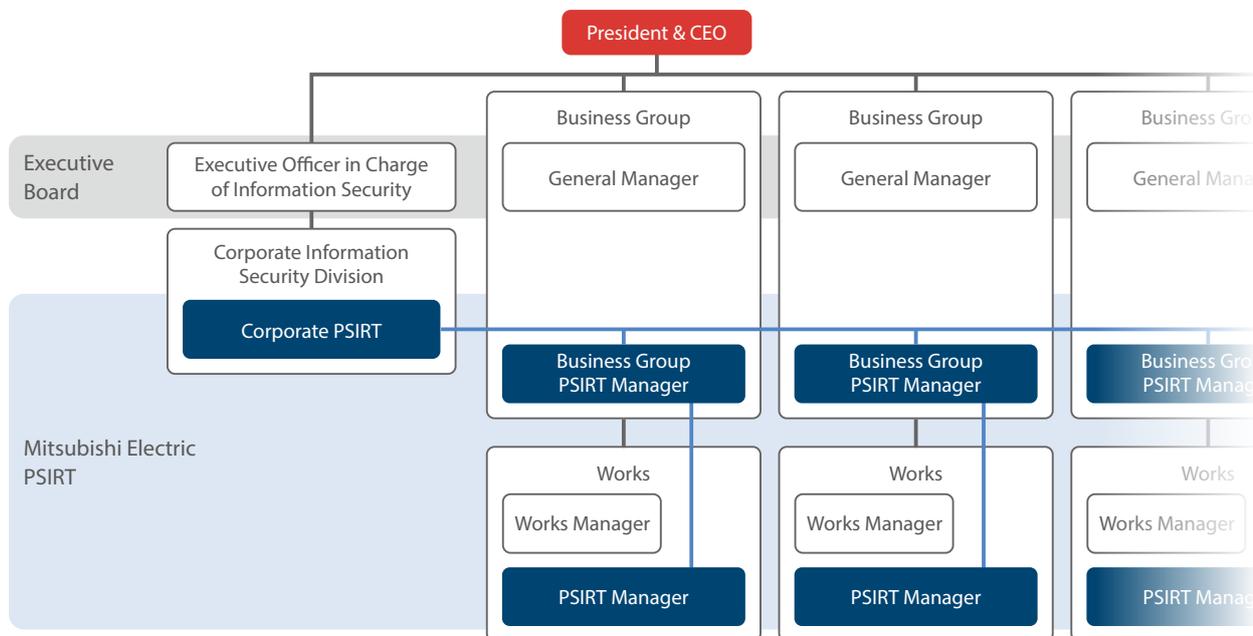
The roles of the Mitsubishi Electric PSIRT are as follows:

- Gather information on vulnerabilities in products and services provided to customers
- Respond swiftly to vulnerabilities discovered in cooperation with product design and production departments and service management departments
- Strengthen and promote technical initiatives to preclude vulnerabilities from the stage of product and service development
- Provide necessary security training to all officers and employees concerned with product and service development
- Disclose vulnerability information and measures to Customers

## The Mitsubishi Electric PSIRT Organization Structure

Mitsubishi Electric has appointed PSIRT managers to all business group headquarters and business sites to reduce risks by tackling security issues. A corporate PSIRT has been

established within the Corporate Information Security Division to improve the security of product and service.



The Mitsubishi Electric PSIRT Organizational Structure

# Third-Party Certification

## Acquisition of the international standard IEC 62443-4-1 certification

Nagoya Works and Industrial Mechatronics Systems Works, which are the development and manufacturing bases for the FA system business, obtained IEC<sup>\*8</sup> 62443-4-1 certification, an international standard for the security development lifecycle of industrial automation and control systems.

IEC 62443-4-1 is an international standard for the security of industrial automation, control systems, and their development process.

This certification acknowledges that these works meet the

security requirements of the international standard throughout the product lifecycle, from development to production and maintenance.

We will continue our corporate activities in line with the certification we acquired and promote the provision of products<sup>\*9</sup> and services with upgraded security features.

<sup>\*8</sup> IEC stands for International Electrotechnical Commission.

<sup>\*9</sup> Programmable controllers, industrial PCs, FA sensors, human-machine interfaces, servo amplifiers, inverters, robots, CNCs, electrical discharge machines, laser processing machines, related software, and so on.

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