

# Cybersecurity and personal information management

Approach  
 GRI418-DMA  
 ▶ Group Shared Policy on Information Security

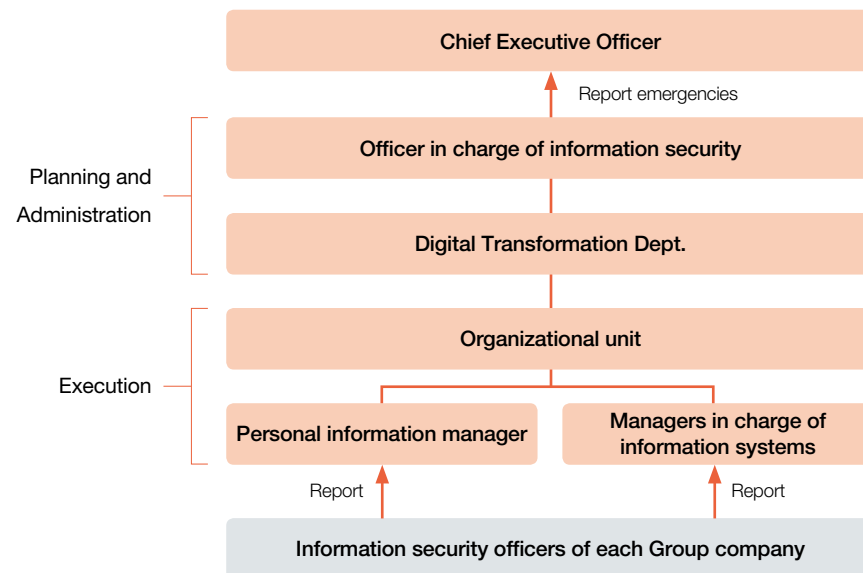
Framework  
 GRI418-DMA

## Basic policy for cybersecurity

The Ajinomoto Group exercises great care in handling customer information and confidential corporate information. We formulated the Group Shared Policy on Information Security and related group-wide regulations, standards, and guidelines.

## Information security management framework

Each organization within Ajinomoto Co., Inc. and Group companies have established frameworks to respond to information security incidents or emergencies appropriately, providing reports that reach up through the organization to the CEO.



## Rigorous management of personal information

To manage customer data and other personal information securely, the Ajinomoto Group defines clear rules and informs relevant individuals of said rules. In this way, we practice organizational business management.

Ajinomoto Co., Inc. has established Personal Information Management Guidelines as a subset of the Information Security Regulations. These guidelines specify rules and procedures for handling personal information securely. In addition, these guidelines are based on the ISO 27001 standard for information security management systems.

Before outsourcing operations, we perform an assessment of the relevant contractor's processes and systems to ensure information security is at the same level as our own internal systems. We have built a system to manage the personal information of customers more strictly when collecting personal information for campaigns, consumer surveys, etc. These rules require the selection of a personal information manager who reports to an organizational manager. These rules also clarify the persons responsible for or in charge of the collection, storage, and deletion of personal information, as well as who is allowed to access or use the collected data.

Performance

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### Information security initiatives

#### Noteworthy information security training during fiscal 2019

- Training for Ajinomoto Group line managers: Four times, 275 participants
- Information security test for new hires at Ajinomoto Co., Inc.: 88 participants
- Comprehension test related to information handling guidelines conducted via e-learning for all employees of Ajinomoto Co., Inc.: 3,434 participants (taken by 93.5% of workforce)

In addition, Ajinomoto Co., Inc. conducted targeted mail attack training for officers and employees.

#### Ongoing initiatives to prevent the leakage of confidential information

In Japan, the Ajinomoto Group introduced a system to detect fraudulent behavior on standard-use PCs automatically in major Group companies and we have been managing this system on a consistent basis.

In addition, we engage an external entity to perform annual security diagnostics for Group company websites worldwide as another ongoing measure against cyber vulnerabilities.

#### Information security inspections

Ajinomoto Co., Inc. conducts annual information security inspections at all worksites. These inspections focus on the basic elements of proper information handling, including the management of IT equipment, confidential information, and personal information. We also conduct annual reviews concerning the use and management of external cloud services.