

Policy for Fronius external IT administrators

External service providers must comply with the following obligations when working on Fronius IT assets (e.g., IT systems):

- All activities must be carried out strictly within the agreed work order and Fronius' specifications.
- The acceptance of the service is carried out by Fronius.
- The activities performed shall be documented in writing.
- Account or password sharing is not permitted - each employee of the external service provider must exclusively use a Fronius account assigned to him personally. This ensures the traceability of the activities performed.
- Privileged accounts or sessions may only be used for the duration of the administrative activity and must be locked immediately after the activity ends.

Working environment of the external IT administrator

- Non-company/non-Fronius devices must not be connected to the Fronius network (except for guest WLAN or dedicated VPN connection).
- For remote access via VPN, only use the VPN client approved by Fronius.
- The working environment of the external IT administrator must comply with the state of the art in terms of IT security (current operating system with current patch status, current virus scanner...).

IT systems hardening

Fronius IT systems must be hardened accordingly to reduce the risk of exploiting possible attack vectors or IT vulnerabilities.

The hardening of an IT system must be ensured in particular by the following measures:

- Services that are not needed must be deactivated
- User accounts that are not needed must be deactivated
- Manufacturer passwords (default passwords) must be changed
- Additional software or software functionalities may only be installed if they are necessary for the operation of the system
- Any manufacturer's specifications for curing a system must be observed

Duty to report information security incidents

- If the external IT administrator becomes aware of an information security incident (e.g., infection with malware) or is affected by it himself, he must report it immediately to the relevant Fronius contact person.