

April 21, 2021

Kawasaki Kisen Kaisha, Ltd.

Recovery of Enterprise System Failure (5)

Recovery work on our enterprise systems failure that occurred on March 18 has completed and we have resumed our access to the system after reconfirming its security and safety. Business operations are now back to normal at all “K”Line group offices including overseas.

Incident investigation and review for existing security measures are carried out from various angles with system experts from external companies. In addition to existing security measures, we have further reinforced extra security measures against virus and external attack for its early detection and better control of important information. Additional virus scan programs are also installed on all the PCs and servers.

There is no disruption on vessel operations from the failure.

While full investigation by external specialist continues, no data breach and spread of malware to outside our systems have been reported as of today. We will update you if new important information will be available.

We are taking all the necessary measures to prevent recurrence in order to continue to provide our customers with safe and high quality service.