

# Customer Requirements Register

Customer obligations, mapped controls, and the remediation actions needed to stay ahead of scrutiny.

REGISTER <b>CR-KIWI-001</b>	CUSTOMERS <b>3</b>	REQUIREMENTS <b>6</b>
COVERAGE <b>58%</b>	COMMON REQUIREMENTS <b>1</b>	DRIFT ALERTS <b>1</b>

## EXECUTIVE SUMMARY

Kiwi Manufacturing manages security requirements from three major NZ customers representing over \$1.4M in annual contract value. Current overall coverage sits at 58.3%, with critical gaps in ISO 27001 certification and BCP testing. The most significant risk is the Fonterra requirement for annual BCP testing, which is currently unmet. Given Fonterra's contract value (\$680K), this represents the highest commercial risk in the requirements register.

## Customer and source-contract context

The register tracks 6 active requirements across 3 material customers. It is designed to show commercial exposure, control coverage, current evidence position, and where remediation is needed before customer scrutiny turns into a renewal or audit problem.

## Commercial exposure overview

Customer	Contract value	Requirement count
Auckland District Health Board	\$450,000	2
Air New Zealand Engineering	\$280,000	2
Fonterra Co-operative Group	\$680,000	2

## Consolidated requirement register

Customer	Requirement	Domain	Status	Source
Auckland District Health Board	All data must be encrypted at rest and in transit using AES-256 or equivalent	Data Protection	Met	Contractual requirement
Auckland District Health Board	Annual penetration testing by CREST-certified provider	Security Testing	Partially Met	Contractual requirement
Air New Zealand Engineering	ISO 27001 certification or evidence of implementation	Compliance	In Progress	Contractual requirement
Air New Zealand Engineering	Incident notification within 24 hours of detection	Incident Response	Met	Contractual requirement
Fonterra Co-operative Group	Business continuity plan tested annually with documented results	BCP/DR	Not Met	Contractual requirement
Fonterra Co-operative Group	All personnel with access to Fonterra data must complete security awareness training	Training	Met	Contractual requirement

## Common requirements / overlap summary

Common requirement	Normalised control expectation
Data encryption at rest and in transit	Encryption of data at rest and in transit using industry-standard algorithms

## Coverage and evidence status

Customer	Coverage	Incremental gaps	Effort estimate
Auckland District Health Board	75%	1	40 hrs
Air New Zealand Engineering	50%	1	120 hrs
Fonterra Co-operative Group	50%	1	80 hrs

## Mapped controls and remediation actions

Three key gaps have been identified across the customer requirements register:

1. ISO 27001 Certification (Air NZ) — Implementation is in progress but Stage 1 audit has not yet been scheduled. Timeline risk: HIGH.
2. CREST Penetration Testing (ADHB) — Current provider is not CREST-certified. Remediation requires vendor change.
3. BCP Annual Testing (Fonterra) — No BCP test has been conducted. This is a contractual non-compliance that could trigger audit findings.

## Remediation sequence

Phase	Remediation move	Expected result
Recommended remediation sequence prioritised by commercial risk		Reduce exposure before the next customer review cycle.
Phase 1	Commission BCP test to address Fonterra contractual gap (4 weeks)	Reduce exposure before the next customer review cycle.
Phase 2	Schedule ISO 27001 Stage 1 audit with BSI NZ (8 weeks)	Reduce exposure before the next customer review cycle.
Phase 3	Transition penetration testing to CREST-certified provider (6 weeks)	Reduce exposure before the next customer review cycle.

## Review-ready response guidance

Question customers ask	Response guidance
Does your organisation maintain ISO 27001 certification?	If not certified, describe your ISMS implementation status.
How frequently are penetration tests conducted?	Specify frequency, scope, and certification of testing provider.
Describe your business continuity testing programme.	Include frequency, scope, last test date, and key findings.

## Review cadence / drift alerts

Requirement	Control	Severity	Status
REQ-005	BCP-001	High	Open

## Leadership takeaways

- Keep one consolidated evidence pack rather than answering the same control question differently for each customer.
- Link remediation sequencing to contract value and renewal timing, not just raw control gaps.
- Review customer requirement drift quarterly so coverage does not erode silently between audits or renewals.