

CYBER SECURITY

A competitive advantage in the
age of cyber crime

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Troisdorf, September 21, 2017

CYBER SECURITY – AN INCREASING CHALLENGE

Cyber crime is perpetrated on all fronts

Hacking, Malware, Social Engineering have the same share amongst attempted Attacks*

Cyber crime is an attack on the corporate world

75% of attacks come from outside, thereof 51% by organized crime*

*Source: Verizon 2017 Data Breach Investigations Report

Logistics increasingly face cyber attacks aiming to steal information, manipulate, destroy or blackmail

- Logistic companies are tempting targets for cyber-criminals (directly / indirectly)
- Cyber threats have been increasing significantly in recent years
- Attackers' professionalism has grown tremendously
- Attacks become highly sophisticated and targeted - > harder to defend
- Digitalization and Internet of Things increase the challenge

A MODIFIED DEFENSE APPROACH IS REQUIRED


Maersk reports an expected negative financial impact of **USD 200–300m** in Q3 from the recent cyber-attack*

...it is reasonably possible that TNT Express will be **unable to fully restore** all of the affected systems*

*Sources: www.maersk.com; FedEx Annual Report 2017

Evolving threats have changed Cyber-Security paradigms drastically in the last few years

- No one is 100% secure
- No single method can detect all potential attack vectors
- Sophisticated social engineering requires higher awareness and compliance discipline
- Focus shifts from solely perimeter defense to resilience and managing risks

 You need to work hard to be secure - and sometimes you need good luck as well

BEING WELL PREPARED

DPDHL Group's Information Security strategy focuses on four dimensions

- 1 People** – Driving Information Security alertness through global awareness, education and training campaigns
- 2 Technology** – Implementing advanced security technology and improving financial effectiveness of activities
- 3 Processes** – Executing improved Information Security processes and controls based on common target model
- 4 Governance** – completed implementation of a uniform Information Security Target Model across all divisions



PEOPLE - OUR STRONGEST LINE OF DEFENCE

Awareness activities inspire DPDHL Group employees to act more securely

- Excellent perception of worldwide awareness campaign with Coach “Paula” (handbooks, info-articles, training, posters, etc.)
- >100,000 employees already attended Information Security Online Training
- Dedicated Manager Awareness Training
- Awareness campaign for > 10,000 IT Professionals
- Internal surveys show steadily increasing familiarity with Cyber Security topics

TECHNOLOGY -THE FOUNDATION OF OUR CYBER SECURITY

DPDHL Group invests substantially in advanced security technology

- Data centers in Prague and Cyberjaya are ISO 27001:2013 certified
- Cyber Defense Center (CDC) with global 24x7 operations
- Outstanding technology and forensic skills of Information Security personnel
- Roadmap to continuously improve defense and detection technology as part of Strategy 2020

Cyber Security Processes are executed based on DPDHL's common target model

PROCESSES – SECURITY IS AN INTEGRAL PART OF OUR BUSINESS

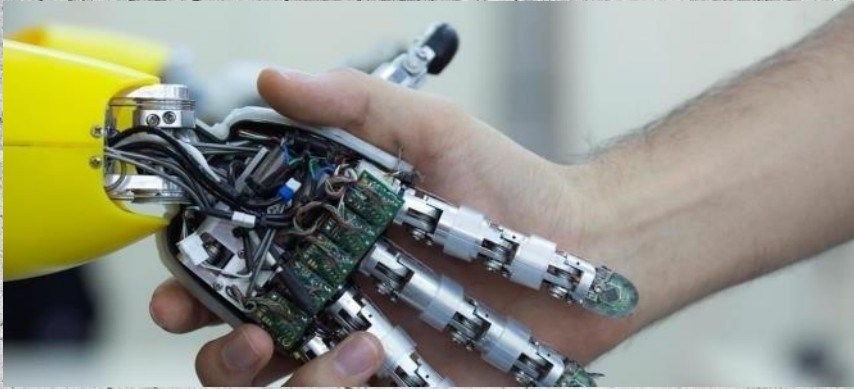
- Risk assessments are being performed continuously in all divisions
- A standardized and centralized incident response process is established
- Integration of white-hat (ethical) hackers (both internal and external) in security test activities
- Incident response capabilities are regularly validated by group-wide incident simulations

GOVERNANCE – MANAGING CYBER SECURITY FOR THE GROUP

A common Information Security Target Model is implemented in all divisions

- DPDHL Group's ISTM is based on ISO-2700x Information Security Standards
- Group wide initiatives ensuring standardization of servers and desktops
- Information Security is a standing agenda item at the IT Board
- Information Security Committee (ISC), a subcommittee of the IT Board, coordinates cyber security issues

DPDHL Group's Cyber Security is in good shape



**OUR CYBER SECURITY
POSITION - YOUR
COMPETITIVE ADVANTAGE**

- A clear roadmap guarantees DPDHL Group's future readiness in Cyber Security
- Well educated staff cares for your data and detects possible threats
- Advanced technology safeguards your shipments – and your data
- Robust and well established processes ensure high resilience and minimize your risk