



DP WORLD

Media Statement: Update on cybersecurity incident

Sydney, Australia, 28 November 2023: This is an update on the recent cybersecurity incident impacting DP World Australia.

On Friday 10 November 2023, the DP World Australia technology team detected unauthorised access to the company's Australian corporate network. To contain the incident, the DP World Australia team made the decision to disconnect the network from the Internet. While this impacted land-side port operations it also successfully contained the incident.

From the time of first detection, the DP World Australia team and its advisers have worked extensively to restore operations and investigate the impact of the incident. On Monday 13 November, DP World Australia was able to recommence port operations and since this time it has been working closely with all key stakeholders to ensure a rapid return to normal operations.

DP World Australia's incident response played a crucial role in its ability to effectively identify, protect, detect, respond to, and recover from the incident. By 20 November, some seven days after port operations recommenced and 10 days after first detecting the incident, DP World Australia has cleared 100% of the backlog, comprising some 30,137 containers.

DP World Australia's investigation has confirmed that the incident was confined to the Australian operations and did not impact any other markets where DP World operates. It also confirmed that no ransomware was found or deployed within the DP World Australia network (no ransomware executables, no encrypted files and no ransom demands).

Regrettably, DP World Australia can confirm that some of its files were accessed by the unauthorised third party and a small amount of data was exfiltrated from the DP World Australia network. While the investigation has shown that customer data was not affected, some of the impacted data includes the personal information of current and previous employees of DP World Australia.

DP World Australia is in the process of notifying impacted individuals. It has established a cyber response team to support impacted individuals and is providing various support services through its Employee Assistance Programs and organisations like IDCARE and Equifax.

Throughout the incident, DP World Australia has been working closely with the Australian Cyber Security Coordinator, the Australian Cyber Security Centre, the Australian Federal Police, the Department of Home Affairs, Ministers Clare O'Neil MP and Catherine King MP, the Office of the Australian Information Commissioner, and various State and Territory agencies. DP World Australia is grateful for all the support provided to date.



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“As an important part of Australia’s logistics and supply chain, we acknowledge the impact of this cybersecurity incident. We would like to thank our customers, employees and our stakeholders for their patience and support during the incident and the investigation,” said Nicolaj Noes, Executive Vice President, Oceania, Asia Pacific at DP World.

If you have any immediate questions, please contact Blake Tierney, Senior Director, Corporate Affairs – 0447 006 261 or blake.tierney@dpworld.com.au.

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About DP World

Trade is the lifeblood of the global economy, creating opportunities and improving the quality of life for people around the world. DP World exists to make the world’s trade flow better, changing what’s possible for the customers and communities we serve globally.

With a dedicated, diverse and professional team of more than 106,500 employees spanning 73 countries on six continents, DP World is pushing trade further and faster towards a seamless supply chain that’s fit for the future. In Asia Pacific, DP World employs more than 7,000 people, and has ports and terminals in 18 locations.

We’re rapidly transforming and integrating our businesses – Ports and Terminals, Marine Services, Logistics and Technology – and uniting our global infrastructure with local expertise to create stronger, more efficient end-to-end supply chain solutions that can change the way the world trades.

What's more, we're reshaping the future by investing in innovation. From intelligent delivery systems to automated warehouse stacking, we're at the cutting edge of disruptive technology, pushing the sector towards better ways to trade, minimising disruptions from the factory floor to the customer's door.

**WE MAKE TRADE FLOW
TO CHANGE WHAT'S POSSIBLE FOR EVERYONE.**