

2023 Information and Cyber Security Risk Management Matters Report

1. Information and cyber security threats and protection :
Currently, Weikeng email uses Microsoft office 365 cloud system :
 - (1) Normal emails count in 2023 : 9,417,928 ; Spam emails: 523,271 ; Threat emails: 203,097 ; Interception accuracy rate : 99.87%.
 - (2) The cCompany's main operation application system is located in the IDC computer room of Chunghwa Telecom, which successfully blocks tens of thousands of cyber-attacks every week and maintains the normal operation of the group's information system.
 - (3) The Company is a member of the Taiwan Computer Emergency Response Team / Coordination Center (TW-ISAC), and will receive relevant security information and reports from time to time, and we will list the warning website as a prohibited service in the firewall.
2. Information and cyber security education and promotion :
 - (1) Information and cyber security promotion : MIS regular monthly email promotions and the Information Security Office collects information and cyber security information, and irregular email promotions. Total 37 promotional messages have been sent in 2023.
 - (2) Information and cyber security education : MIS/ISO (Information Security Office) Provide explanations and propaganda on topics such as hackers, viruses, phishing, computer worms, social engineering and password maintenance during each quarter's new recruit training. In 2023, 3 promotion sessions were held, with a total of 33 people participating.
3. Information and cyber security incidents and response :
 - (1) Hacker virus invasion : In 2023, there were no major hacker or virus intrusions.
 - (2) Computer network failure : In 2023, during February, two submarine cables of Chunghwa Telecom's Taiwan-Matsu submarine cable were disconnected, causing the CN/HK/TW network to be intermittent and affecting ERP/WMS operations. Normal operations gradually resumed after Chunghwa Telecom deployed the network.
 - (3) Failure of environmental facilities : There were no major environmental facility failures in 2023 (generally referring to computer room air-conditioning, power supply and other facilities).
 - (4) Major information and cyber security incidents : In 2023, there was no loss suffered or impact on operations, goodwill, etc. due to major information and cyber security incidents.
 - (5) In 2023, there were no confirmed complaints of infringement of customer privacy or loss of customer information.
4. Information and cyber security investment and improvement :
 - (1) On March 6, 2023, the IT department updated the Softnext Spam defense server (SPAMSQR) to enhance and improve the product's security vulnerabilities.
 - (2) On March 27, 2023, TWCERT notified the Apache HTTP Server of the company's information equipment that the CVE-2023-25690 security vulnerability was suspected, and recommended that the Apache HTTP Server be updated to 2.4.56 (including above versions). The IT department updated all risky Apache Http Servers to the latest version 2.4.56 on 2023/03/29 and reported it to TWCERT.
 - (3) In October 2023, in order to strengthen the security of employees' Office365 email account passwords, the IT department enabled the Multi-Factor Authentication (MFA) function.
 - (4) The IT department according to information and cyber security information provided by TWCERT-ISAC and updated firewall, anti-virus, anti-hacking, anti-phishing etc. total for 64 times in 2023.
 - (5) The IT department purchases F-Secure anti-virus software for all colleagues and purchases a few endpoint protection (EDR) certificates, installs and uses it for some colleagues with higher risks, and tracks and observes to evaluate whether it can be used by all colleagues in the future.
5. Education courses and activities related to security personnel (2023) :

Organizer	Name of Course/Activity	Date	Hours	Participant	Certificate
Taiwan Corporate Governance Association	<p>Practical Aspects of Information and Cyber Security Governance: Analysis of Key Management Issues</p> <ol style="list-style-type: none"> 1. International Trends in Information and Cyber Security Governance 2. Key Performance Indicators in Information and Cyber Security 3. Information and Cyber Security Management Dashboard 4. Industrial Control System Security Management 5. Innovative Perspectives on Information and Cyber Security 	2023/02/07	3	<ol style="list-style-type: none"> 1. SHIA,CHIEN-CHUNG (@Steve Shia) (Director of Information Security Office) 2. LIN,YI-MIN (@Vincent Lin) (Deputy Manager of Information Security Office) 	<ol style="list-style-type: none"> 1. Taiwan Corporate Governance Association Training Certificate-TCGA11200070 2. Taiwan Corporate Governance Association Training Certificate-TCGA11200071
iSpan International Inc.	<p>SSCP (Systems Security Certified Practitioner) Training Course</p> <ol style="list-style-type: none"> 1. Fundamentals of Information and Cyber Security 2. Access Control and Authorization 3. Identity Authentication 4. Management Practices and Security Operations 5. Risk Identification, Monitoring, and Analysis 6. Information and Cyber Security Incident Response and Recovery 7. Business Continuity and Disaster Recovery Planning 8. Cryptography 	2023/08/19~20 2023/08/26~27	30	SHIA,CHIEN-CHUNG (@Steve Shia) (Director of Information Security Office)	iSpan International Inc. Achieving Certificate- 112-SE200685

Organizer	Name of Course/Activity	Date	Hours	Participant	Certificate
	9. Network and Communications Security 10. Network Security Defense Techniques 11. Cloud Computing and Virtualization Security 12. Network Attacks and Malicious Code				
Information Service Industry Association of R.O.C.	Practical Course on Cyber Warfare Techniques: Principles and Practices of DDoS Attacks 1. Definition of DoS & DDoS 2. DoS/DDoS Attack Architecture and Methods 3. Defense Mechanisms and Improvement Measures for DoS/DDoS 4. Black Market Industry and Case Studies of DoS/DDoS 5. Sharing of IoT Security Issues	2023/11/23	3	SHIA, CHIEN-CHUNG (@Steve Shia) (Director of Information Security Office)	Information Service Industry Association of R.O.C. Achieving Certificate-11226006