

Letter from our Chief Digital Officer

Friday, September 3, 2021

Update 11 | Ransomware Security Incident at Leschaco on August 21, 2021

Dear Valued Customer / Business Partner,

The second working week since the ransomware attack on our IT systems on August 21st is coming to a close. We are glad but also proud to be able to communicate the achievements of this week. This would not have been possible without our hard working and committed colleagues on board around the world.

In the course of this week, we were able to put the core areas of our IT landscape back into operation and today, Friday, we can say that the most important interfaces and routines to our customers and business partners are available. We are happy to summarize that we made very good progress:

- The new set-up of our Citrix server farm allows communication with our customers and business partners within secured Citrix Access Workspace environments. These follow the concept of a "confined room", i.e., our employees only have access to external computers with IP addresses that have been certified as known and secure by our IT Security. Thus, our employees can exchange data securely with all our customers and business partners. For security reasons they cannot communicate with other sources on the Internet. This follows our maxim: Security comes before speed.
- Additionally, we were able to put the core of our transport management system ABS and SAP back into operation. This enabled us to resume our order processing – although initially with limitations.
- Also, the relaunch and integration of our Tank Container System (TCS) including our fleet management has been another milestone of this week. In the meantime, we were able to complete the connectivity successfully and securely between TCS and other systems.
- The most important file servers were integrated, and new orders can be accepted and processed via EDI again. Business critical messages, like VGM, B/L and booking requests are transferred to customers and business partners already.

With what we have achieved so far, we can continue to make ourselves strong for the tasks still ahead. We will be pursuing this with precisely the same ambition that has guided us from the first day: Returning to the service that sustains our collaboration. Experienced. Dedicated. Customized.

We thank our customers and business partners for their patience and cooperation in these challenging times. We will keep you informed about the next steps on our way. Transparent and honest.

Yours,

Constantin Conrad
Chief Digital Officer

Leschaco (Lexzau, Scharbau GmbH & Co. KG)
Kap-Horn-Str. 18 | 28237 Bremen, Germany

Disclaimer

Please note that all information reported in the Customer Advisory is to the best of our knowledge at the time of writing, but we cannot guarantee its correctness or accuracy.