

PEOPLE | PROPERTY | REPUTATION

ASSET PROTECTION



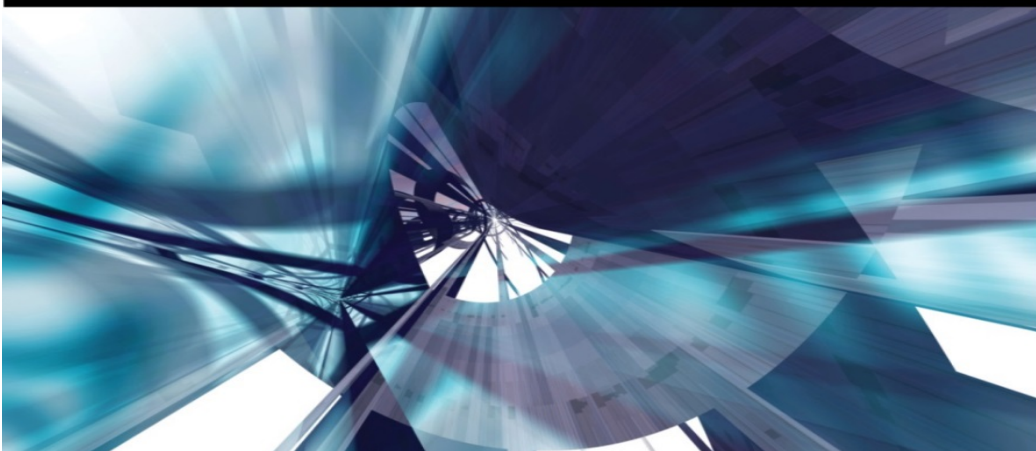
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Social Engineering

March 16, 2016

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Wakefern Food Corporation



What is Social Engineering?

Definition:

An act that influences a person to take an action that may or may not be in their best interest



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PROTECTION

FMI
THE VOICE OF FOOD RETAIL

Proactive Preparation is critical



Developing Awareness Program

- Technology alone isn't enough to keep you secure
- Associate Awareness and Education
- Validate the effectiveness of the Training

Developing Awareness Program

How Naïve are your Employees ?

Internal Penetration Testing:

Essential Components

- ✓ **Physical Security**
- ✓ **Telephone Audits**
- ✓ **Phishing Exercises**

Creating ScoreCard



Physical Security

- Who has access to your network areas?
- How do stores authenticate vendor service request?
 - Standardize Vendor Access Requirements
 - Training associate
- Establishing Internal Penetration Testing
 - Create Audit Template based on current guideline
 - Establish Scoring Metrics
- Audit Stores for Compliance

Most Common Type of Social Engineering



- Not every hacker is sitting home alone with computer, all they have to do is phone!

Telephone Auditing

- What access do your stores grant over the phone?
- Have your stores been victim to :
 - Gift Card Scam?
 - Western Union Scam?
 - EBT EQUIPMENT?
 - STANDBESIDE TERMINAL?
 - Supply Vendor Scam?
- What training awareness have you enacted?
- How do you sustain associate engagement?

Phishing Exercises



From: Mail Administrator <Postmaster@webmaster.com>
To: [REDACTED]
Date: 08/21/2015 06:04 PM
Subject: WARNING: User Quota Exceeded

- eMail Malware
 - Test Phishing email
- Examples
- Email Quota
 - Benefits Department
 - Testing Corporate/Store Level
 - Create ScoreCard

Dear [REDACTED] com ,

Your E-mail Account will be closed if you fail to increase Storage capacity Kindly Click here to increase your storage capacity by 30.00GB Free..

[Click here to add up free 20GB storage.](#)

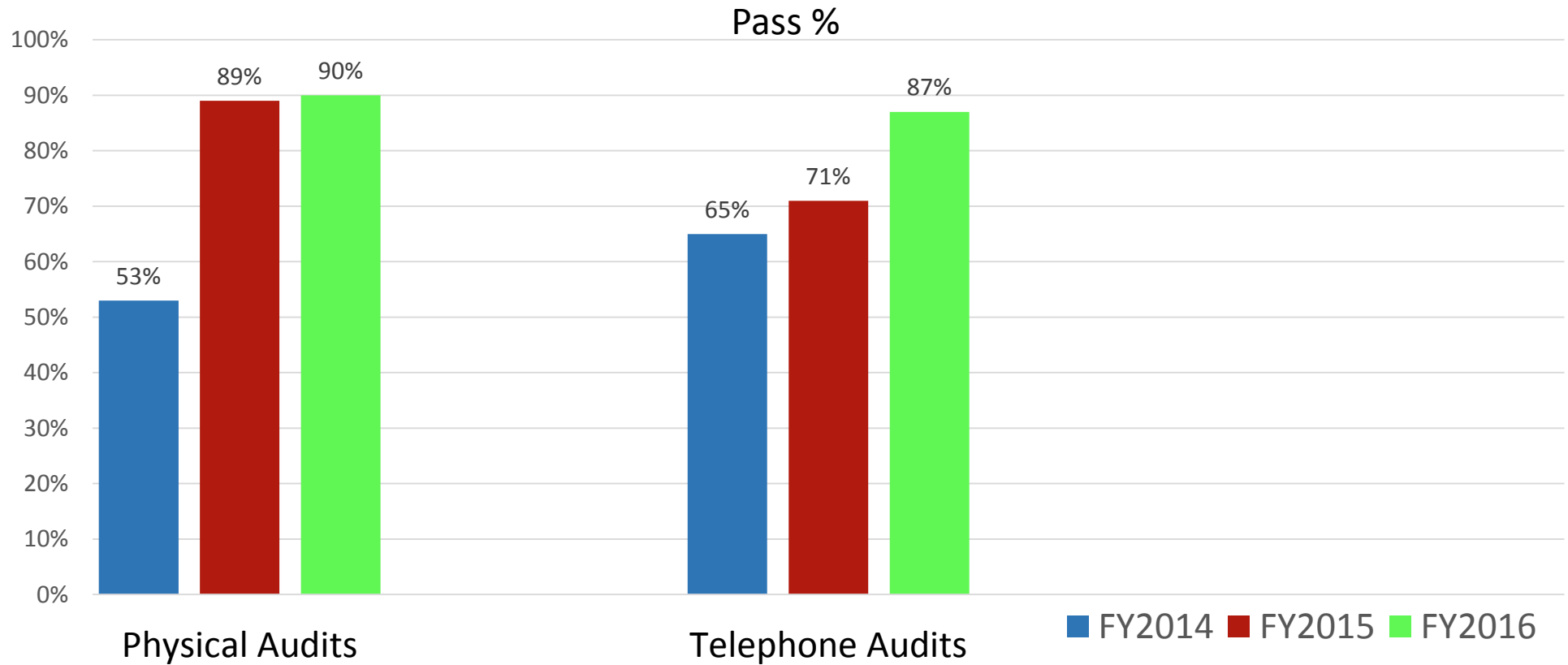
If not gotten from you in the next 24 hours, We shut down your E-mail Account,

Until after proper verification before you can access your E-mail Account Again....!!!

Thanks.

Domain Security 2014/2015.

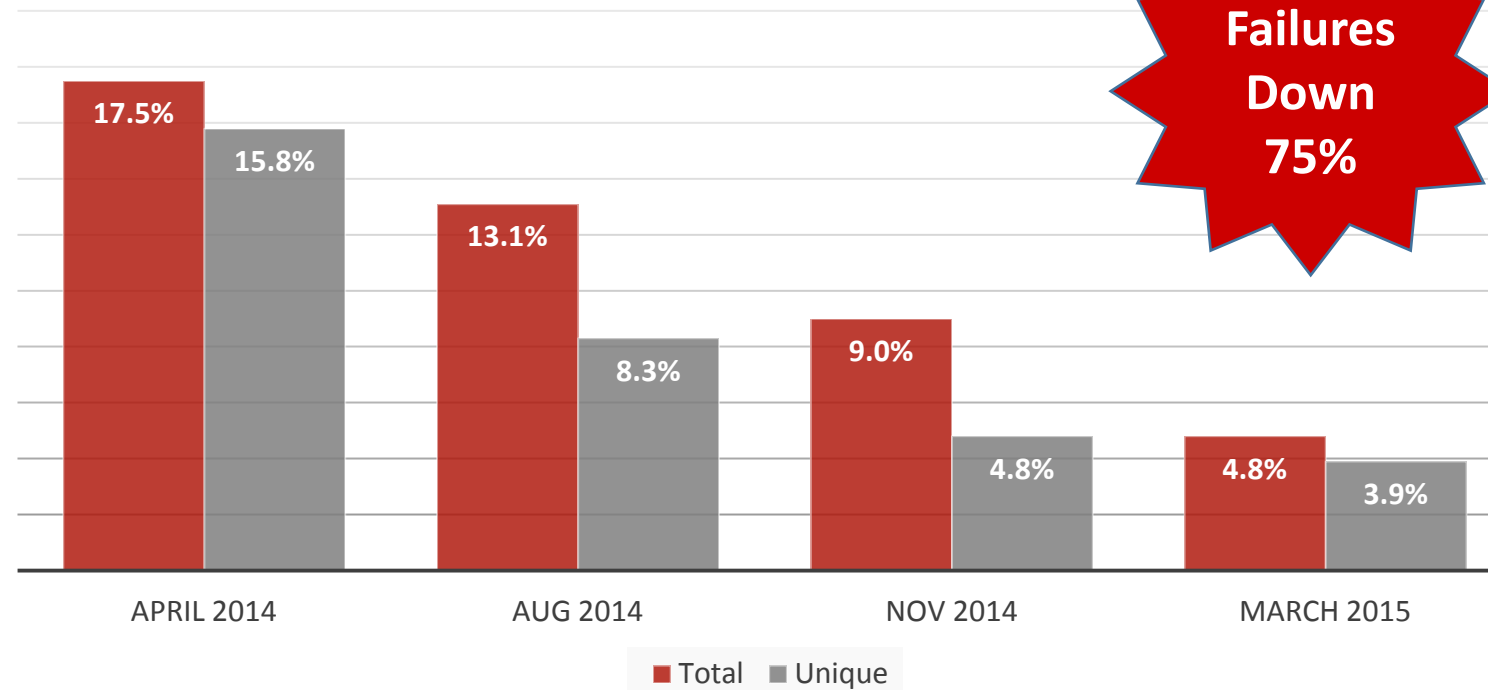
Auditing Results



Phishing Email Results

- April – Mail Quota Exceeded
- August – Benefits
- November – Apple Id (Sent to users who failed any of previous tests)
- March - Virus

Percent of Email Link Clicks



Best Practices

- Awareness Sign Packages
- Training Podcast
- Scorecard - Quarterly Updates Executive Level

