

Australian News Story Regarding Hikvision

Dear Valued Partner:

On September 12, Australian Broadcasting Corporation (ABC) aired a story about Hikvision. The story details a provision in the United States' 2019 National Defense Authorization Act (NDAA) relating to the purchasing of video surveillance equipment from Chinese companies and highlights the prominence of Hikvision within Australia. The story also mentions false allegations concerning the cybersecurity of our products.

We believe this report fails to provide a factual, fair and objective view of our company and our products. We would like to reinforce that there is no evidence anywhere in the world, including Australia, to indicate that Hikvision's products are used for unauthorized collection of information of end-users. Hikvision never has nor ever will install backdoor access to its products intentionally. The installation of Hikvision's products by numerous government facilities and infrastructures proves the overall safety, quality and cost-effectiveness of Hikvision products.

We would like to take this opportunity to clarify some of the concerns and inaccuracies in this story:

- Hikvision strictly follows the applicable laws and regulations in all countries and jurisdictions where it conducts business, including Australia; Hikvision has never conducted, nor will conduct, any espionage-related activities for any government in the world.
- Hikvision works with law enforcement agencies across the world to fight terrorists and criminal activities, protecting children, families and communities;
- Hikvision has a long-standing commitment to full transparency in working with government agencies, legislators and our partners;
- Hikvision is committed to the integrity of its products, and industry-leading cybersecurity standards. Its products currently meet industry leading standards including:
 - ISO 27001, the internationally-recognized information security management standard;
 - ISO 9001:2008, the standard for quality management, as measured by customer satisfaction and compliance with regulatory requirements; and
 - Capability Maturity Model Integration (CMMI) Level 5, the most advanced process on a scale created by Carnegie Mellon to demonstrate the application of best practices when developing software;
 - Hikvision has worked with the U.S.-based cybersecurity company Rapid7 in 2015 and in September 2017 when it conducted a penetration test on two Hikvision cameras and two NVRs, finding no critical vulnerabilities.

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- U.S. Government Federal Information Processing Standard (FIPS) 140-2 Level 1 certification, which establishes the Cryptographic Module Validation Program (CMVP) as a joint effort by the National Institute of Standards and Technology (NIST), a division of the U.S. Department of Commerce, and the Communications Security Establishment (CSE) for the Government of Canada. Hikvision's encryption module received Level 1 FIPS 140-2 certification to be used in both IP camera and NVR products.

Furthermore, Hikvision was one of the first companies in the industry to establish a more secure activation process by requiring users to set passwords at the time of first use – rather than the “plug and play” model with a universal password – adding another layer of security.

Through a world class enterprise vulnerability management process, Hikvision is quick to distribute updates and security patches to its customers in collaboration with industry stakeholders. Recently, the U.S. Department of Homeland Security confirmed that Hikvision followed the standard vulnerability patching procedure and had already issued updates to mitigate the identified vulnerabilities during a hearing held by the U.S. House of Representatives Small Business Committee.

As we continue to monitor this matter, please know that we will vigorously defend Hikvision from false accusations about the cybersecurity of our products and solutions. We remain fully focused on providing quality service to our valued partners while delivering business excellence and safeguarding the communities, in many of which our employees and their families live and work. Our goal is to add value to your business and to support your commercial success. We invite you to contact your Hikvision sales representative, who would be happy to answer any of your inquiries.

Kind Regards,

A handwritten signature in black ink that reads "Evan Liu".

Evan Liu

Managing Director

Hikvision Oceania

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