

September 8, 2022

**To: BTS Ontario Local Presidents and Delegates**

Sisters and Brothers,

**Re: BTS Cyber Security Incident**

As you are all aware, Bell Technical Solutions has been experiencing a widespread system outage. After investigation, we have learned that the cause of the outage was directly related to a cyber security incident. An unauthorized third party acquired some internal records stored in the Company systems, which includes employees personal Information.

**What we know so far:**

- After learning of the issue, the Company took steps to understand its nature to secure their systems.
- They engaged leading outside security experts to assist with the investigation and have implemented additional information security measures to enhance safeguards.
- Its our understanding that they have also coordinated with law enforcement.

Based on the investigation, we now know that the incident may have affected some of your personal information. The affected records may have contained certain information, such as:

- Name
- Address
- Telephone number
- Date of birth
- Government-issued ID (such as social insurance and driver's licence numbers)
- Health-related information
- Banking information

At this time the Company has stated that there is no reason to believe that any personal information has been misused for fraud or identity theft. They have stated they will continue to investigate the issue, if there is a possibility that your personal information has been exposed, someone will get in touch with you directly and will provide credit monitoring.

Your Bargaining Committee met with the Company this morning, as well as, the Delegates across the province. Please rest assured we are working diligently to ensure the Company takes full responsibility for what has and may occur moving forward. We have requested that the employer provide updates to the union and employees about its investigation and about any discovered harms or potential impacts to our members. While there is still much work to be done to create safeguards for all affected members, we have established for starters that that the Company provide credit monitoring and/or similar services for a period of time yet to be determined.

Credit monitoring is a good start, but what support will be provided if and when there is in fact a problem? This along with many other items need to be discussed and this Committee will continue to push for answers and ultimately ensure our members feel secure with its outcome.

In the meantime, the Union and the Company will work on an FAQ together once the authorities disclose further information about the situation. When that happens, any and all information will be shared with you at that time.

We will continue to provide regular updates as things unfold. Please ensure to speak with your Local Chief Steward if you have any further questions or concerns, as they will redirect all questions to the Bargaining Committee.

In Solidarity,

**Ontario BTS Bargaining Committee**

Jim Fling Local, Local 34-O

Colum Lynn, Local 1996-O

Kevin Paddon, Local 31

Mike Snell, Local 30-O

Clayton Nunn, National Representative

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