

September 22, 2022

Sisters and Brothers,

**Re: BTS Cyber Security Incident Update #2**

As previously communicated, we have been meeting with the Company daily to ensure all possible measures are taken, to ensure you are protected moving forward. Your Bargaining Committee met with the Company yesterday, and then with the Delegates across the province this morning. Once again, please be rest assured that we are working diligently to ensure the Company takes full responsibility for what has and may occur moving forward.

**New Development**

The Company has indicated that credit monitoring will be provided to any member who wishes to sign up. You do not need to wait to be contacted or notified by the Company in order to sign up. Those interested should contact help desk and choose option 7 at their earliest convenience.

**Next Steps**

Our next meeting with the Company is scheduled for Monday, September 26<sup>th</sup>. The purpose of the meeting will be to create a joint FAQ. The structure of the FAQ will be based off questions and/or concerns raised to us by the Delegates, which have ultimately come from you, our members, from across the province.

Some of the most frequently asked questions to date are as follows:

- What happened?
- What company data was compromised / lost?
- If I use my corporate email for personal use, should I be worried?
- What steps should I take and will you provide additional support if you suspect my private information has been accessed?

- Further to all active employees, will credit-monitoring services will be provided to the following Individuals?
  - Any retiree or former employees
  - Any employee on sick leave or benefits
  - Spouses and/or dependents potentially effected
- What are you doing so this does not happen again?
- Was customer data has been compromised/lost?
- How did the Company determine which employees were most at risk? How many employees are on that list?
- How is the Company contacting past employees, including those on leave of absence or sick leave?
- What is the timeline? How far back does the breach go?
- What steps do I take and/or who do I contact if I am impacted?
- What is the Company going to do to repair the bond of trust with employees?

We have notified the Company that these questions need to be answered by the end of day on Tuesday, September 27<sup>th</sup>.

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 and 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

CN/kw:cope.343

