

29049

Michael Lizotte

From: Becky Savage <Becky.Savage@woodmeister.com>
Sent: Monday, January 9, 2023 3:21 PM
To: All Meisters
Subject: Computer Network Update

Hello Meisters,

On January 7, 2023, we became aware of suspicious activity in our computer network. Over the weekend we launched an investigation to determine its nature and scope. We determined there had been unauthorized access to our systems and that company data was encrypted and may have been taken. Some of this information could include social security numbers, driver's license numbers, and financial information. At this point, we can't confirm any information has been taken but Woodmeister Master Builders is notifying its employees of this possibility.

We are recommending that you request fraud alerts and credit freezes on your files immediately. Here is the information on who to contact:

- Equifax: equifax.com/personal/credit-report-services or 1-800-685-1111
- Experian: experian.com/help or 1-888-397-3742
- TransUnion: transunion.com/credit-help or 1-888-909-8872

For more information on what you can do to protect yourself visit:
<https://www.identitytheft.gov/#/Info-Lost-or-Stolen>

Once we determine that information was taken, we will be offering a credit monitoring service for all affected employees. We are currently working to secure a company for that purpose and will forward their information to you when we have it.

If you have any questions, you can reach out to Becky at extension (774) 345-1027.

Becky Savage
Manager of Human Resources and
Talent Development



WOODMEISTER MASTER BUILDERS

774.345.1027 - 800.221.0075
One Woodmeister Way
Holden, MA 01520

Michael Lizotte

From: Michael Lizotte
Sent: Monday, February 13, 2023 4:34 PM
To: All Meisters
Subject: Update on IT recovery from network attack

I wanted to give everyone an update on the ransomware attack that we experienced on January 7th and share our IT plans for the future.

First, I want to recognize the hard work and long hours put in by the response team of Dave Harelson, Max Zostant, Holly Day, John Stelmach and Barbara Kohlstrom. I also want to thank everyone for their patience the past several weeks as we've gone through this recovery stage of the process. We recognize and appreciate how frustrating the impact of this computer hack has been on everyone and how our day-to-day life at WMB has been uprooted by a system we relied on for many years.

After the attack, we hired Envision Technology Advisors from Rhode Island to examine our network to ensure the bad-actors were out of our system and that our system was secure. We also asked them to determine how the attack happened, if possible. They completed their review on Friday and we met with them today to go over the final report and discuss recommendations for the future.

On Monday, January 9th, following the attack, HR sent an email to all employees notifying them of the attack and recommending everyone call the (3) credit bureaus to freeze their credit. Hopefully, everyone has taken those steps to protect their credit. We have also signed up for a 2-year program for all current and former employees employed since 2004 for free credit monitoring. Letters with the signup instructions will be sent out next week.

We will be notifying the Massachusetts Office of the Attorney General and the Massachusetts Office of Consumer Affairs and Business Regulation of the attack, as required by law, and have filed a report with the Holden Police.

As of today, all the applications previously on our servers and the related files have been restored to the "cloud", except for factory software for the CNC machines (CabinetVision). These applications are stored in Holden and we are rebuilding servers to reload the applications and files in the coming week.

The status of other specific applications and files is:

- ComputerEase was moved to the "cloud" within a few days of the attack. We had been working with consultants, ComputerEase and a hosting company for several months to move ComputerEase to the "cloud". We had scheduled the move for Wednesday, January 11th when the attack occurred. We were fortunate the infrastructure was ready and had been running in parallel for a few weeks so that the transition was seamless. This move to the "cloud" is part of our Strategic Plan to minimize the possibility and related impact of a network hack. It's ironic, frustrating, and sad that we identified this weakness and in the middle of executing the solution when we got hacked!
- The lettered drives (M:, P:, etc.) were moved to the "cloud" about a week after the attack. This was to have been the second phase of the "move to the cloud" initiative after ComputerEase. We quickly moved the lettered drives to the same hosting company with ComputerEase so that everyone could have access to their information. Unfortunately, we did not have time to build the infrastructure to easily move our files onto a new platform. We recognize that access to the data is "clunky" requiring you to open the application (like Excel, Word or Adobe) and then search for the file in the lettered drives. ***This is temporary.*** We are working with our consultants and hosting providers to build out the infrastructure to make it easier to find and maneuver around these lettered drives. We also want to take this opportunity to "clean-up" a lot of the data we keep and develop

a process to archive old data. We'll be working with the Manager's group on best practices. We hope to have the platform for the lettered drives up and running within 2-months.

- Our Construction estimating application, ProjectPak, was loaded onto the system last week and access is being provided to the (18) employees that use this program.
- Other applications we use were already in the "cloud" like Outlook, SharePoint, FieldEase, ProCore, Revit, Bluebeam, Zoom, GoToMeeting, FTP and DropBox and were unaffected by the network attack.

Future plans for our IT system include:

1. Building out the platform for the lettered drives.
2. Restore Millwork factory software used to run the CNC machines.
3. Set up a "Multi Factor Authentication (MFA)" process to ensure only authorized employees are using our system. Many of you are already familiar with this type of system where a code is sent to you phone after opening an application to validate your identity.
4. Implementation of a new HR, recruiting, training, timekeeping and payroll system called UKG Ready. We are in the implementation process now and expect the HR, recruiting and training system to be ready by end of June and timekeeping and payroll ready at end of September.
5. Millwork is evaluating a software package called Innergy to help with Estimating, Scheduling, Purchasing, Inventory Control, Shop Floor activity and Installation.
6. Finance has signed up with a company called Concur to help with processing our credit card charges.
7. The Sales and Marketing group is implementing software to manage all our photos called PhotoShelter and a CRM system for managing all our sales related contacts and tracking new leads called HubSpot.

Thank you all again for all of your patience while we navigate through this. We will continue to update you on our progress.

Michael Lizotte
Chief Financial Officer

WOODMEISTER MASTER BUILDERS

774.345.1058 - 800.221.0075

One Woodmeister Way

Holden, MA 01520

www.woodmeister.com

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WOODMEISTER MASTER BUILDERS

January 25, 2023

<<John Doe
1234 First Street
Anywhere, VA 22154>>

Dear <<Name>>,

On behalf of Woodmeister Master Builders, Inc. (the "Company"), I am writing to inform you that the Company recently experienced a breach of security involving your personal information.

Under Massachusetts law, you have the right to obtain any police report that has been, or is, filed in regard to this incident. The Company has filed a police report with the Holden Police Department.

You may request a credit report security freeze at no charge by contacting the three credit agencies at the phone numbers or contact information found at the links listed below. You will need the following information to request a credit report security freeze:

- Name, address, Social Security number, and date of birth;
- Addresses where you lived over the previous five years;
- Proof of current address such as a utility or phone bill;
- A photocopy of a government issued identification card;
 - If you are an identity theft victim, include a copy of the police report, investigative report, or complaint;

If you wish to obtain a security freeze, you should contact all three of the following credit reporting agencies:

Equifax Security Freeze
(888) 298-0045
<https://www.equifax.com/personal/help/security-freeze/>

Experian Security Freeze
(888) 397-3742
<https://www.experian.com/freeze/center.html#content-01%C2%A0>

TransUnion Security Freeze
(888) 909-8872
<https://www.transunion.com/credit-freeze/place-credit-freeze>

If you would like to monitor your credit, you can request a complimentary credit report from Experian by using the following link: <https://www.experian.com/consumer-products/credit-monitoring.html>

COMPLIMENTARY SERVICE OFFER: At our expense, Woodmeister Master Builders, Inc. would like to offer you a free two-year subscription to Identity Defense Complete, a credit monitoring and identity theft protection service. Identity Defense Complete provides essential monitoring and protection of not only credit data, but also monitors the Dark Web and alerts you if your Social Security number, credit cards, and bank account numbers are found in unsecure online locations.

IDENTITY DEFENSE COMPLETE features include:

- Dark Web Monitoring
- High Risk Transaction Monitoring
- Customer Support & Victim Assistance
- 1-Bureau Credit Monitoring
- \$1 Million Identity Theft Insurance*
- Monthly Credit Score
- Identity & Authentication Alerts
- Security Freeze Capability

If you wish to take advantage of this monitoring service, you must enroll by April 25, 2023.

ENROLLMENT PROCEDURE: To activate this coverage please visit the Web site listed below and enter the activation code. The activation code is required for enrollment and can only be used one time by the individual addressed.

Web Site: www.woodmeister.com
Activation Code: XXXXXXXXXXXXXXXX

In order to enroll, you will need to provide the following personal information:

- Mailing Address
- Social Security Number
- E-mail Address
- Phone Number
- Date of Birth
- Activation Code

This service is complimentary; no method of payment will be collected during enrollment and there is no need to cancel. We apologize for any inconvenience and urge you to enroll today. If you have any further questions regarding this incident, please call Woodmeister Master Builders, Inc. at (800) 221-0075, Monday thru Friday, 9am to 4pm.

Sincerely,

Michael Lizotte
CFO

*Identity Theft Insurance underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.