



1 April 2021

Statement in relation to cyber-security incident

We are writing to inform you that our organisation, The Hills Group, fell victim to a cyber-security incident on 4 March 2021. This incident affected the system which provides our e-mail services, with the consequence that our e-mail server was temporarily compromised.

We believe that this incident was connected to a wider global cyber-attack on a recently discovered security flaw in the Microsoft Exchange Server software application. This vulnerability was acknowledged by Microsoft on 3 March and has resulted in tens of thousands of similar incidents, involving companies worldwide and has been widely reported in the media.

Steps we have taken

Please rest assured that we have taken swift and appropriate action to contain the incident and secured the affected system in accordance with recommended best-practice. We have also engaged a specialist cyber-security firm to assess the extent of the intrusion and to provide recommendations on preventing such an incident from recurring in the future.

We have since taken legal and technical cyber-security advice and are following their guidance. Further to this advice and guidance, we have taken the view to report the security incident to the Information Commissioner's Office (the UK's data protection regulator) and will undertake and cooperate with any required investigations in that regard.

What you can do

We do not believe that you have been or will be affected by the incident. However, we would remind you to stay vigilant and alert to cyber-security matters and the protection of your commercial and personal data. We recommend following the advice of the National Cyber Security Centre (NCSC) on how to stay secure online, which is available at their website [ncsc.gov.uk](https://www.ncsc.gov.uk).

If you notice anything suspicious or unusual, that you believe may be linked to this incident, please notify us immediately. In the meantime, we will continue to monitor the situation and we will contact you directly if we have any reason to believe that you may have been affected.

In the first instance please phone the Hills Waste Solutions sales team on 01793 714950 or email waste.sales@hills-group.co.uk should you have any queries or if you would like to discuss this matter further.

Yours faithfully,

A handwritten signature in black ink, appearing to read "Mike Hill".

Mike Hill
Chief Executive, The Hills Group