

## Feedback from Member workplace meetings

- Technical Support, members have been given Trueidentity and Anti Virus software, could someone facilitate a workshop explaining the differing anti-virus software that is available. Sophos doesn't appear to work with iPads / iPhones, also concerns regarding the alerts that Transunion generates and the security links provided.
- Unstructured weeks
- Not been able to work initially during COVID but was getting to go into ASB to do work prior to the cyber attack was helping members mental health.
- Timescales when systems will be available.
- Communications with staff is reactive after BBC publish details of the cyber attack the staff are then notified. Staff left not knowing what information has been released and when staff are told of a release the specifics are not clear. Positive feedback on the regularity of SEPA comms, also there seems to be some disparity of messaging from senior management with operational management.
- Feels that any work undertaken is reactive no planning
- A large proportion of staff have been stood down during January whilst others have been asked to continue to work. How will the organisation fairly recognise the disparity and would it consider giving the equivalent hours to those who have been required to work (across all grades) an equivalent number of hours in TOIL to be used across the next 18 months.
- Concerned about using their own devices
- Previous work may not be recoverable
- SCC staff concerned meeting customers expectations especially with the increased frustration from them that SEPA are not able to help them.
- Finding that having no SEPA tasks are helping parents to focus on home Schooling during COVID. Previously SEPA's flexible approach was helpful, but concerns regarding when work does return and trying to balance home schooling and work.
- Feel that the messaging what you can do is blurred e.g external contact messaging.
- Using personal mobile for work, is SEPA going to allocate work phones to staff. Issue with getting work calls when not working but not knowing who is calling so answer which is intrusive.
- Key services have been supported by a small number of staff, therefore not resilient in the long term. Also, these staff are having to work long hours to get through work.
- SCC staff that have been working throughout COVID and Cyber Attack are the lowest paid staff. What are they getting in return?
- Feels uncomfortable getting paid whilst staff are overworked in other areas, would like to help.

- Own IT equipment not working.
- Managing personal issues difficult during lockdown
- Is there an allowance given to staff using their own equipment instead of having a SEPA laptop this will fit with the green agenda of increasing equipment?
- Personal data that has been breached was unprotected, is there an assurance from SEPA that of personal data is held outwith SEPA systems there is encryption and password protection.
- Issue with moving to laptop set up is having to carry back and forward to office will be tricky with staff that walk or cycle to work.
- Issue with managers not being able to get face to face time with staff especially those suffering with personal problems.

## Systems

- Will the organisation now confirm and end to the 'bring your own device' policy and immediately move to equipping every SEPA staff member with appropriate IS equipment now - not over a period of years
- Will the organisation seek appropriate funding to invest in fit for purpose IS systems inc regulatory and flooding systems and website.