

## Daily Update 13 May 2021

On 5 May 2021, Volue was subject to a cyberattack impacting Volue Technology (“Powel”). The ransomware attack was caused by Ryuk, a type of malware usually known for targeting large, public-entity Microsoft Windows systems. Following the attack, Volue immediately launched the operation ‘Stop & Recover’ and has increased efforts to scale the operation, both towards security partners and relevant authorities. This daily update will inform our customers about the process to deem safe products, systems and internal processes.

### I Deem Safe – Status Products

#### Energy

Status: On track

The analysis for all Energy customers was completed by 12 May. A Restore Team was established on 13 May and has started operations.

#### Power Grid

Status: On track

The majority of customers are deemed safe. Customer dialogue is ongoing. Customers that Volue employees have logged on to during the attack and have been qualified as low risk.

#### Water & Community

Status: On track

Conducted a webcast ([link](#)) for municipality customers on 12 May, 13:00. 30 customers of Gemini VA in cloud booked for operation. A team of five consultants is available for support.

#### Construction

Status: On track

Normal Technical operation.

#### Other

The product families Insight (“Wattsight”), Industrial IoT (“Scanmatic”), Market Services (“Markedskraft”) and Likron have not been impacted by the attack.

### II Deem Safe – Technical & IT

Status: On track

The majority of product and customer investigations and analysis have been conducted. Specific customers are being engaged where inquiries are needed. The vast majority of customers have been deemed safe. Focus on the restoration of operational capabilities internally.

### III Deem Safe – Business contingency

Status: On track

PC migration is going well. 52 computers have been migrated to Volue on 12 May. The best ways to contact and collaborate with Volue employees remain email, telephone, Microsoft Teams and TeamViewer. We also regard filesharing between employees in Volue and customers as safe.

More comprehensive information about this incident and our learnings from it, will be shared with our customers at a later point. We still believe in sharing as much information as possible with our customers and will continue to keep you updated about the development.

For more information, please contact [Volue Support](#).