INSURANCE BUREAU OF CANADA

2023 Cyber Security Survey

Employee Research

METHODOLOGY

Findings are from a survey conducted by Insurance Bureau of Canada from August 3 to 9, 2023 among n=1,506 employed Canadians aged 18+ who work at organizations with 2 to 499 employees and work primarily on a computer or other digital device. The sample was balanced on age, gender and region to the profile of the working Canadian population. All respondents were members of the online Angus Reid Forum. Interviews were conducted in English and French.

For comparison purposes only, a sample of this size would yield a margin of error of +/-2.5 percentage points, 19 times out of 20.

Discrepancies in or between totals are due to rounding.

HIGHLIGHTS

25% of surveyed employees at small and medium-sized businesses don’t feel they have the tools and training needed to identify potential cyber threats at work

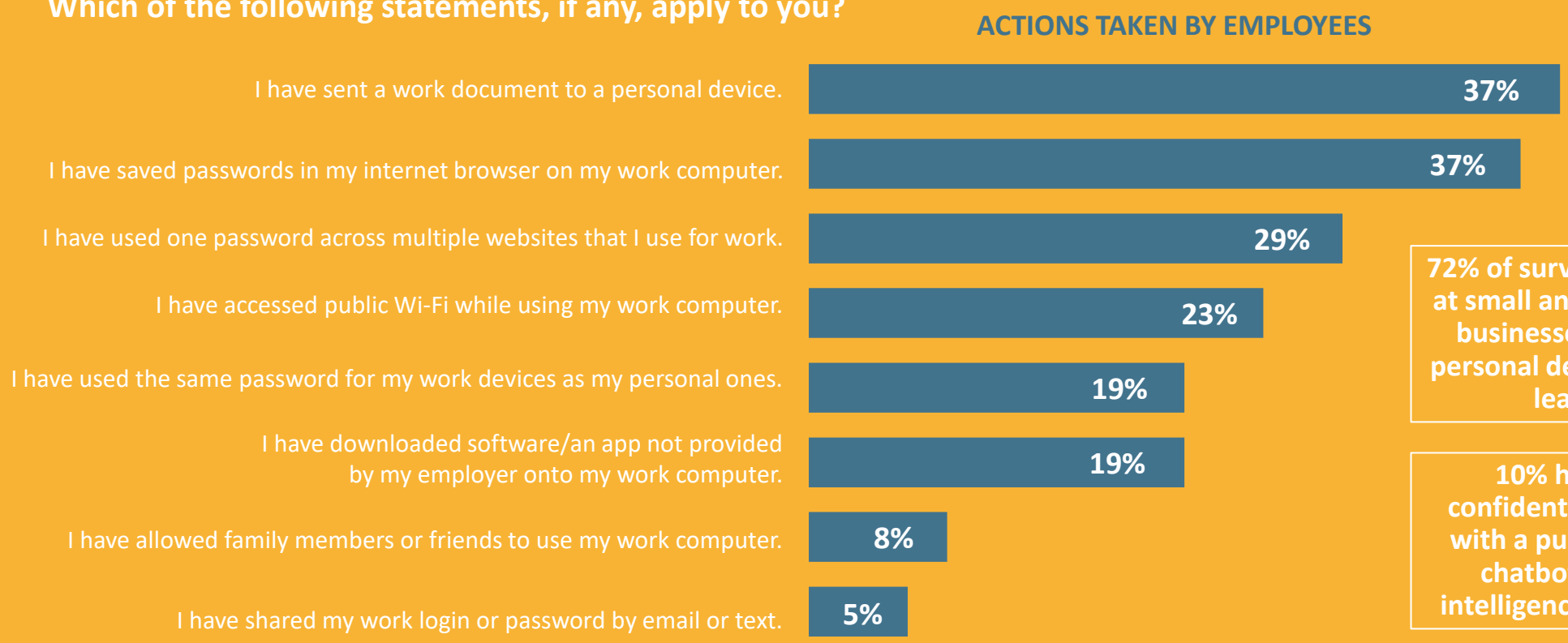
22% of surveyed employees at small and medium-sized businesses are concerned their actions could contribute to a cyber attack or data breach

75% surveyed employees at small and medium-sized businesses reported at least one behaviour that could potentially compromise their employer’s cyber security or data

EMPLOYEE ACTIONS THAT COULD COMPROMISE EMPLOYER CYBER SECURITY OR DATA SAFETY

Majority (53%) of surveyed employees at small and medium-sized businesses are making it more likely for hackers to get a hold of workplace passwords through actions such as saving passwords in internet browsers and using one password for multiple websites or for work and personal devices.

Which of the following statements, if any, apply to you?



72% of surveyed employees at small and medium-sized businesses have used a personal device for work at least once.

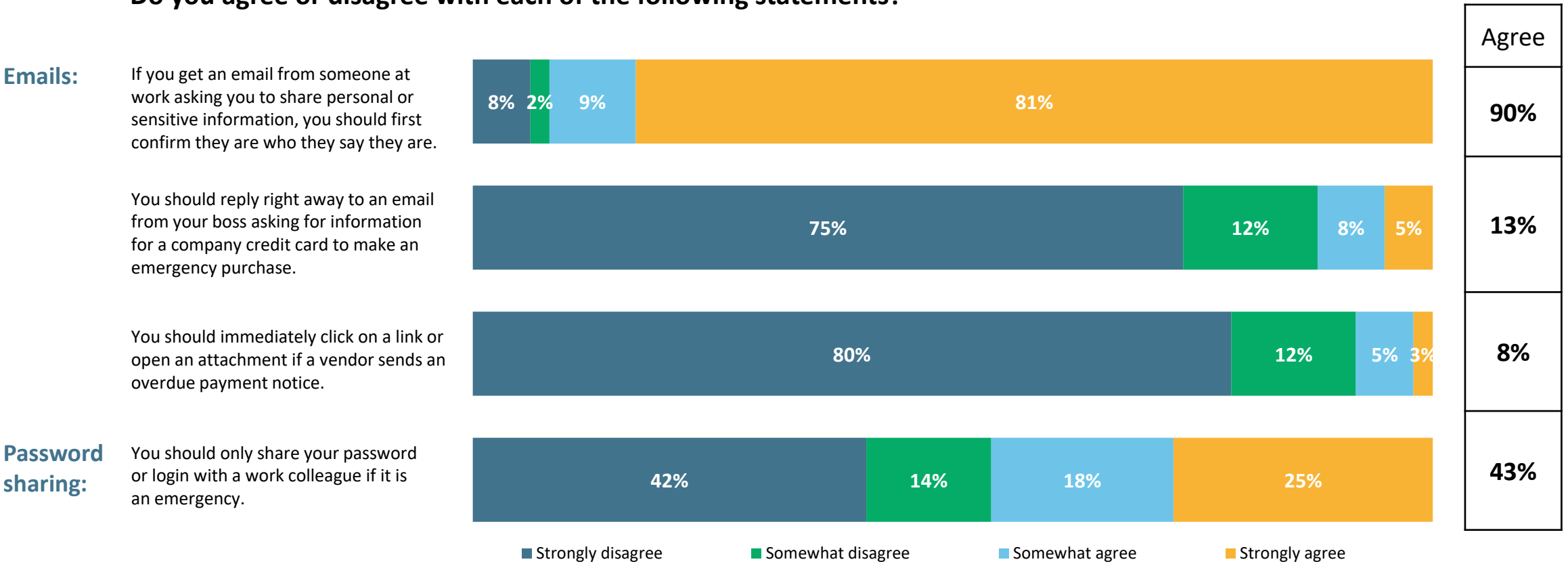
10% have shared confidential information with a publicly available chatbot or artificial intelligence (AI) platform.

cybersavvy

REACTION TO SUSPICIOUS EMAILS & PASSWORD SHARING

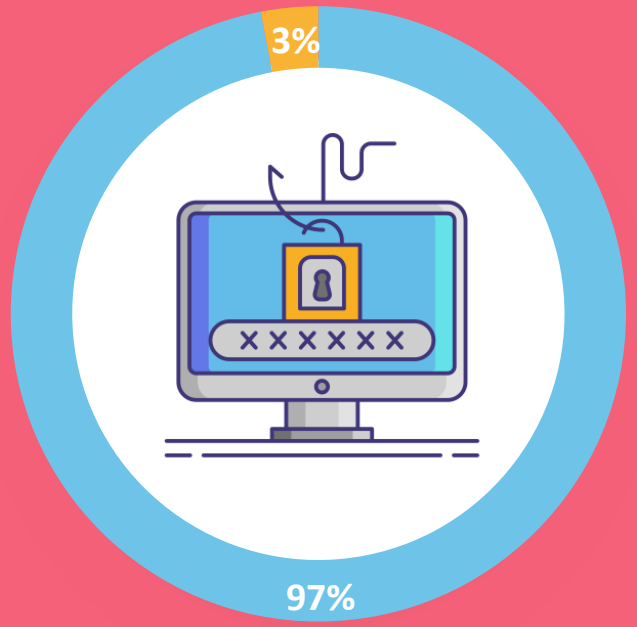
Based on responses to cyber security knowledge questions, one-in-ten surveyed employees at small and medium-sized businesses do not know how to properly respond to email phishing attempts, such as requests for personal information or company credit cards.

Do you agree or disagree with each of the following statements?

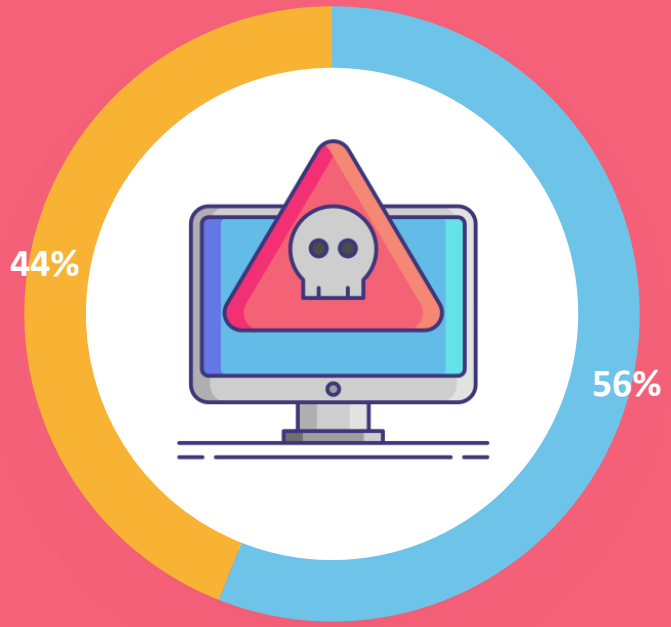


UNDERSTANDING OF COMMON CYBER SECURITY TERMS

To the best of your knowledge, are each of the following statements true or false?



PHISHING Phishing refers to a scam where fraudsters appear to be a reputable source or someone you know in order to solicit confidential information. (True)



RANSOMWARE Ransomware refers to when a criminal steals your work computer and asks you to pay for it to be returned. (False)

TRUE

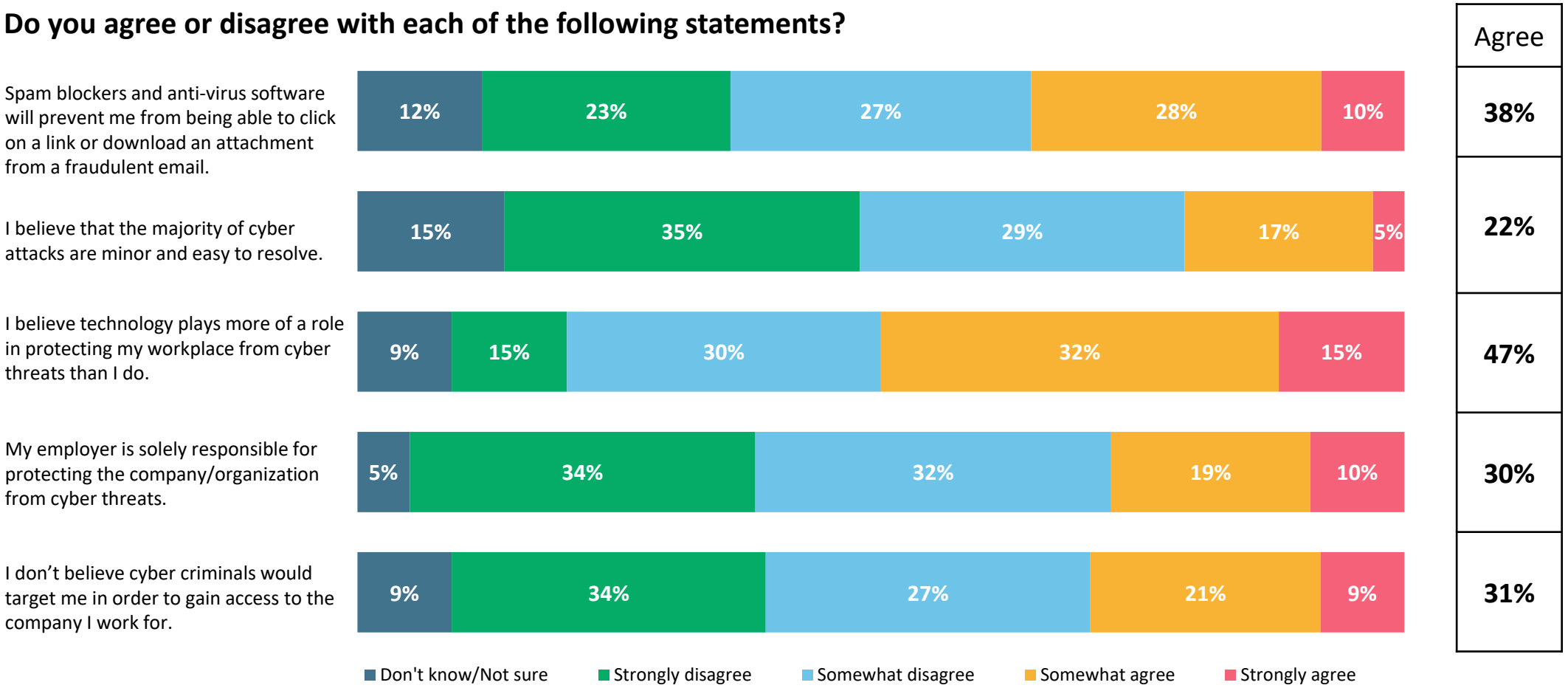
FALSE

45% of surveyed employees at small and medium-sized businesses have seen an increase in scam attempts while at work over the last 12 months

ATTITUDES TOWARDS CYBER SECURITY IN THE WORKPLACE

Many employees may underestimate the role they play in being cyber safe at work and the impact of cyber attacks on their employer.

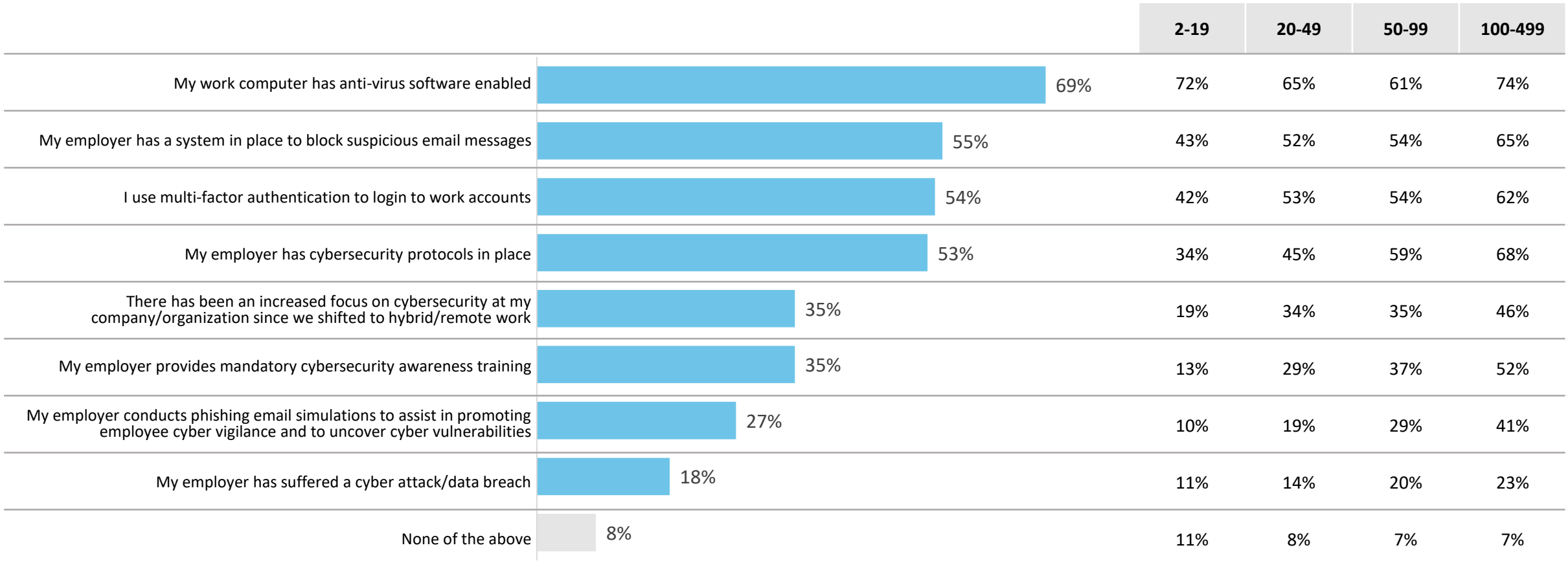
Do you agree or disagree with each of the following statements?



Agree
38%
22%
47%
30%
31%

CORPORATE CYBER SECURITY MEASURES

Which of the following statements, if any, apply to you?



By company size (number of employees)

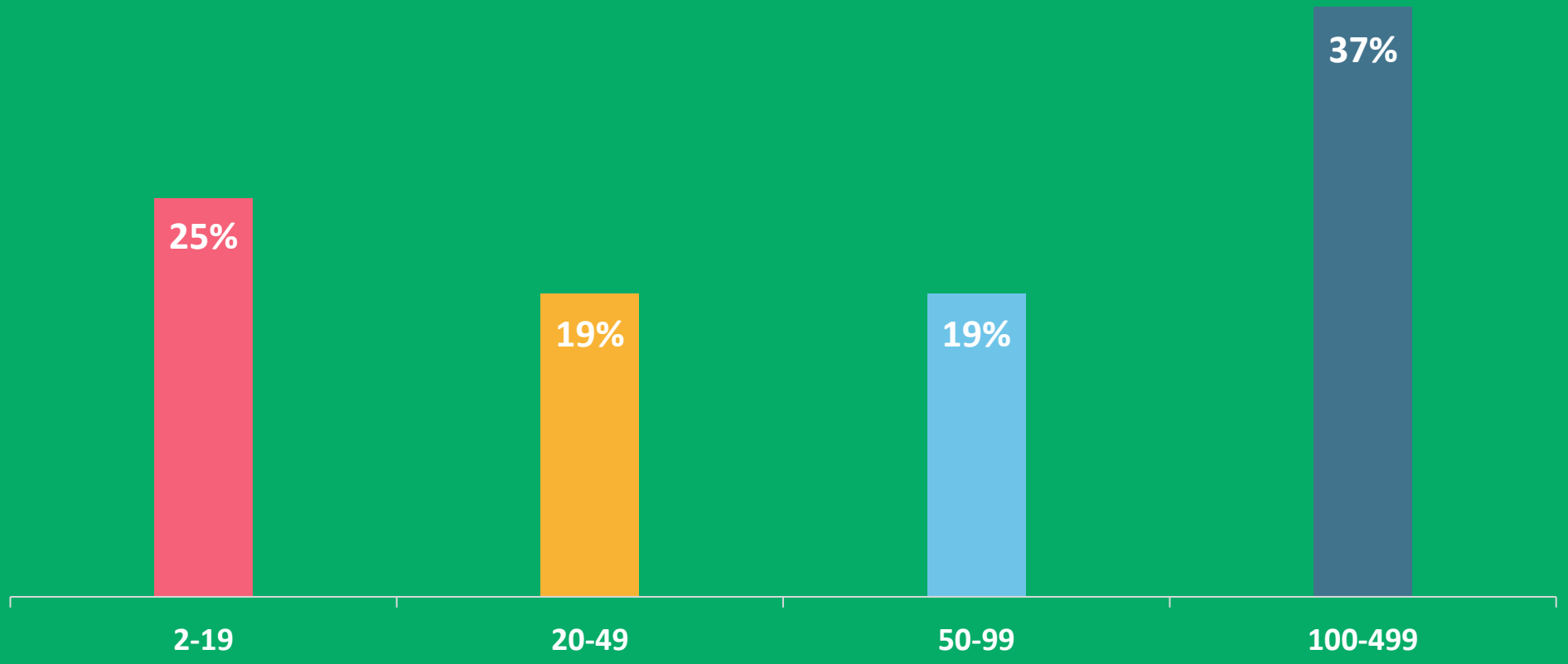
	2-19	20-49	50-99	100-499
My work computer has anti-virus software enabled	72%	65%	61%	74%
My employer has a system in place to block suspicious email messages	43%	52%	54%	65%
I use multi-factor authentication to login to work accounts	42%	53%	54%	62%
My employer has cybersecurity protocols in place	34%	45%	59%	68%
There has been an increased focus on cybersecurity at my company/organization since we shifted to hybrid/remote work	19%	34%	35%	46%
My employer provides mandatory cybersecurity awareness training	13%	29%	37%	52%
My employer conducts phishing email simulations to assist in promoting employee cyber vigilance and to uncover cyber vulnerabilities	10%	19%	29%	41%
My employer has suffered a cyber attack/data breach	11%	14%	20%	23%
None of the above	11%	8%	7%	7%

DEMOGRAPHIC INFORMATION

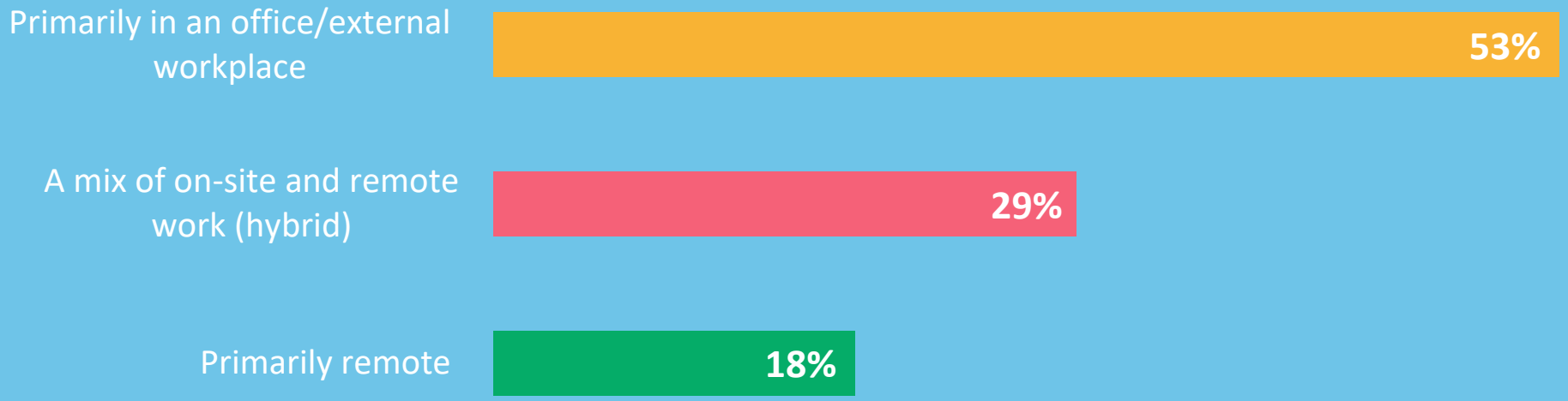
IBC Cyber Security Survey

SIZE OF COMPANY/ORGANIZATION

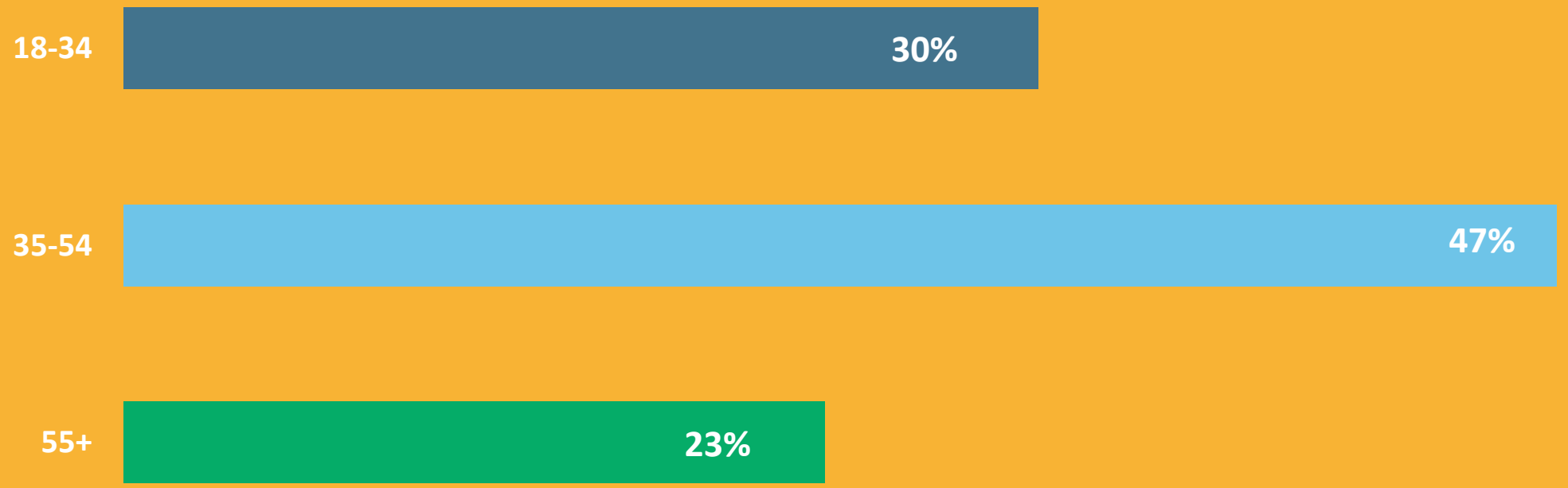
How many employees work at your organization or company?



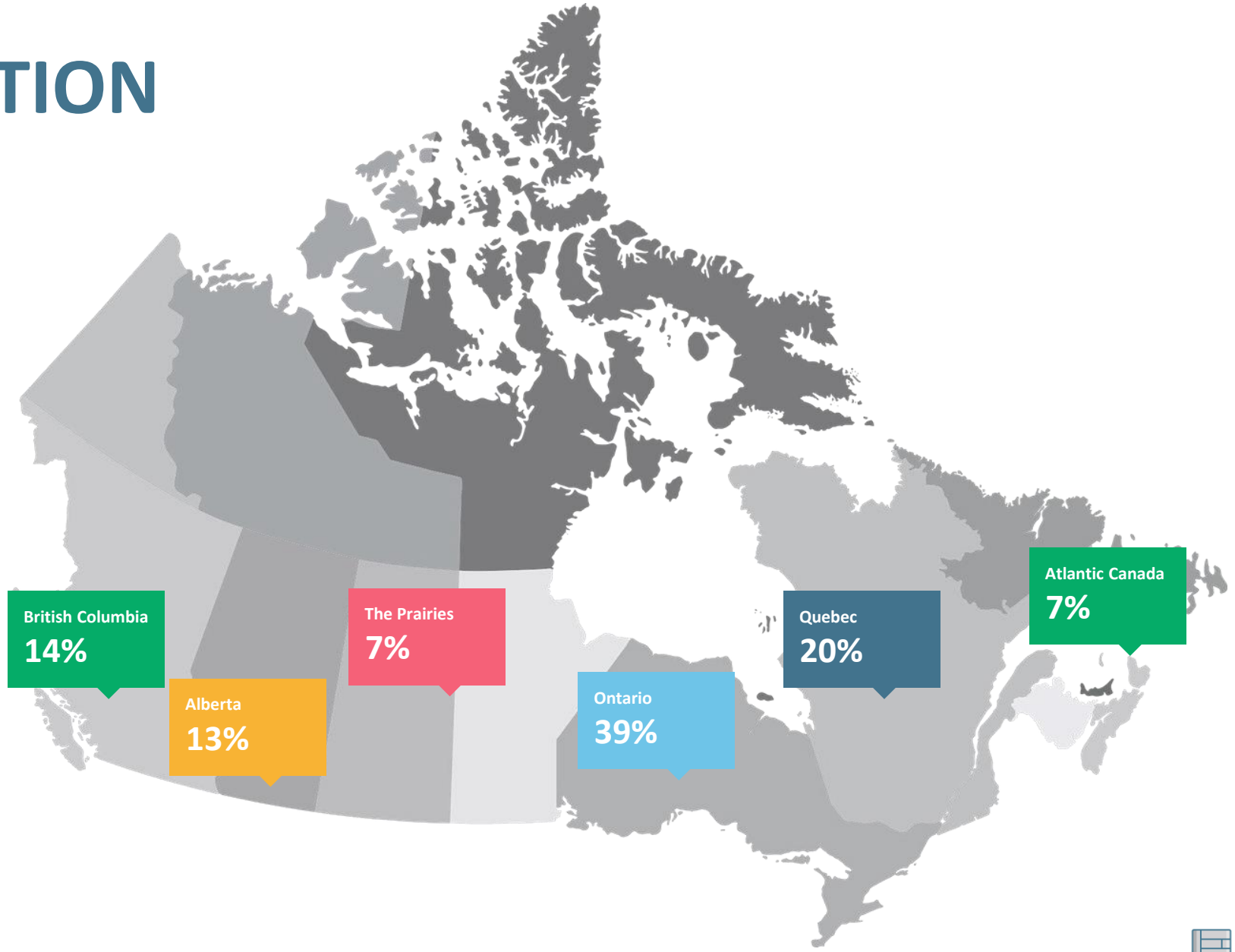
WORK ENVIRONMENT



AGE



LOCATION


British Columbia
14%
Alberta
13%
The Prairies
7%
Ontario
39%
Quebec
20%
Atlantic Canada
7%

Business Owner & Decision Maker Research

METHODOLOGY

Findings are from a survey conducted by Insurance Bureau of Canada from August 3 to 9, 2023 among n=305 Canadian business owners and decision makers who work at companies with up to 500 employees. All respondents were members of the online Angus Reid Forum. Interviews were conducted in English and French.

For comparison purposes only, a sample of this size would yield a margin of error of +/- 5.6 percentage points, 19 times out of 20.

Discrepancies in or between totals are due to rounding.

HIGHLIGHTS

62% of respondents believe their business is too small to be targeted by cyber criminals

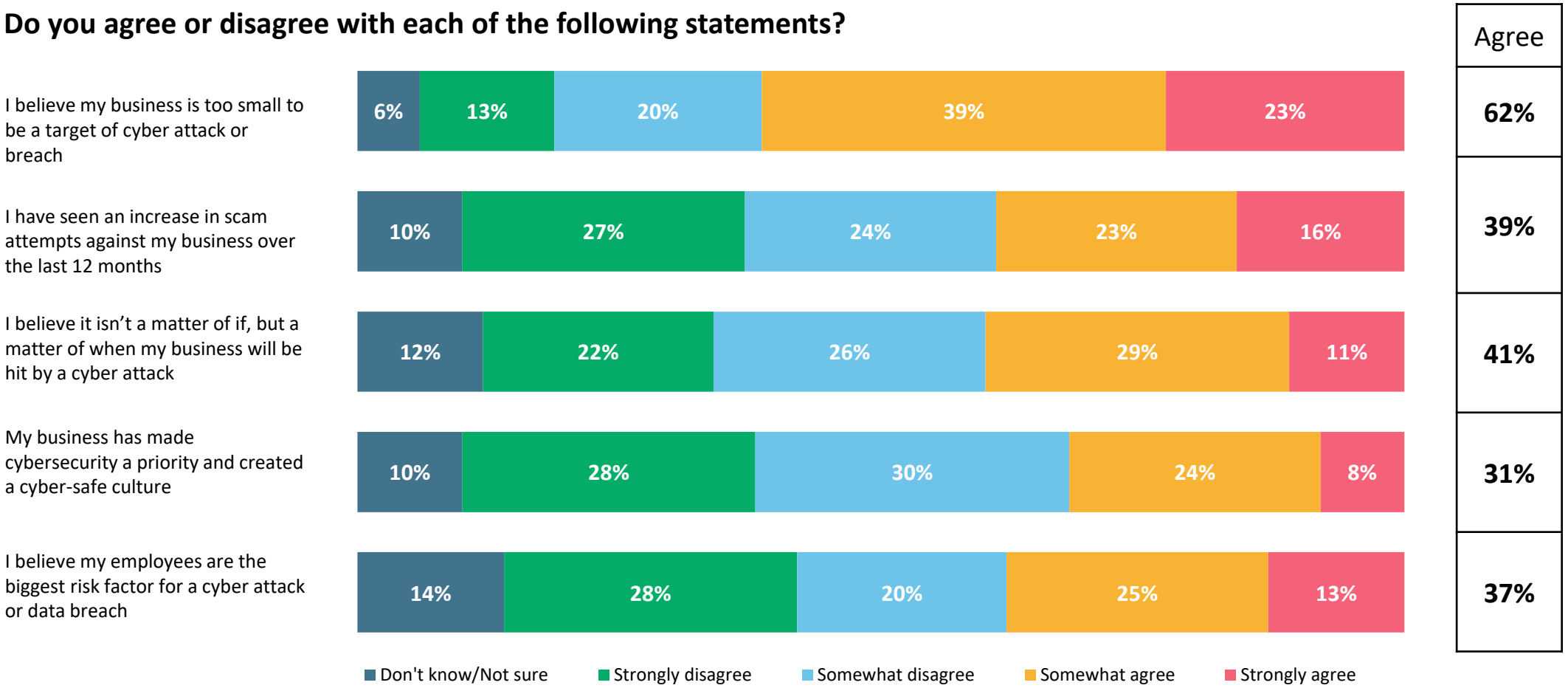
39% of surveyed business owners and decision makers at small and medium-sized businesses have reported an increase in scam attempts over the last 12 months

Only 48% of respondents have implemented defenses against a possible cyber attack

ATTITUDES TOWARDS CYBER RISK

Many business owners and decision makers at small and medium-sized businesses think their business is too small to be targeted by cyber criminals.

Do you agree or disagree with each of the following statements?

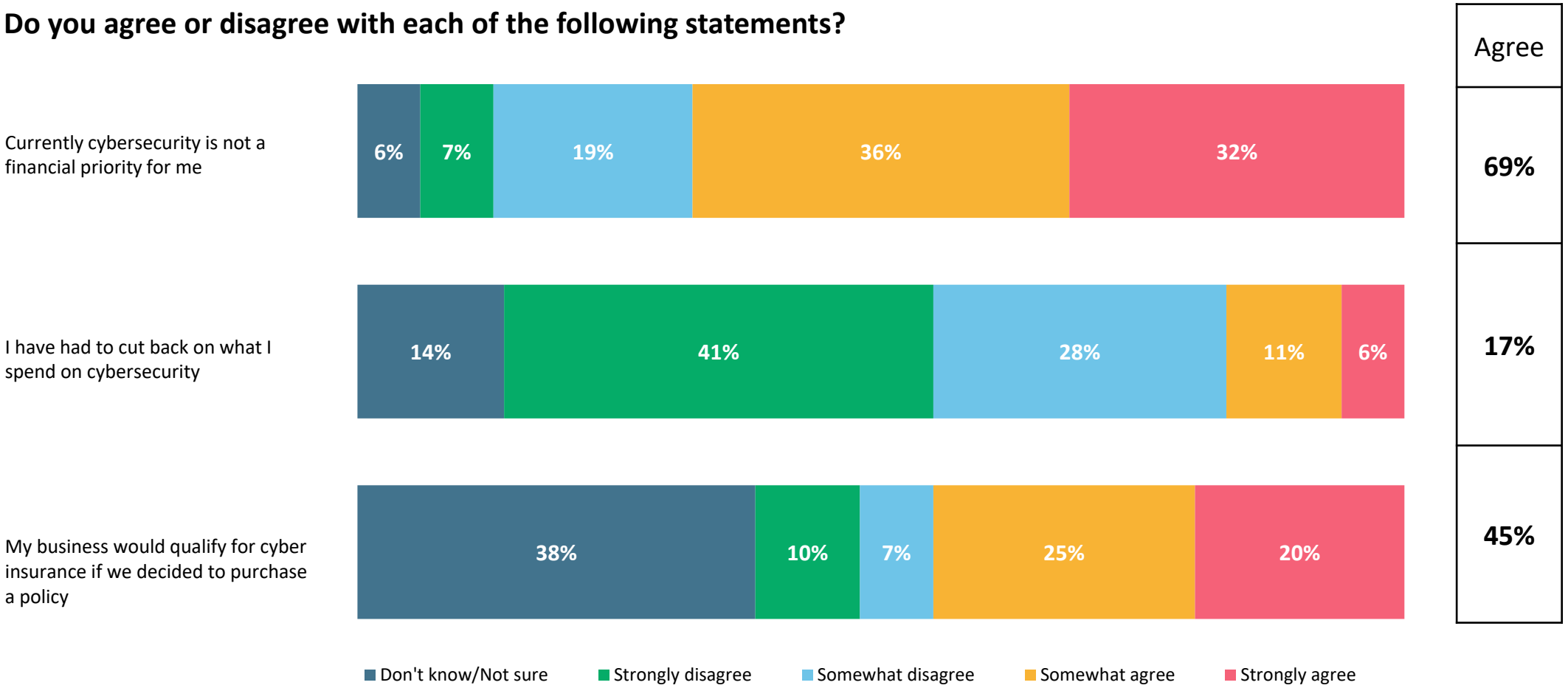


Agree
62%
39%
41%
31%
37%

ATTITUDES TOWARDS CYBER SECURITY IN THE WORKPLACE

Majority of small and medium-sized businesses do not consider cybersecurity to be a financial priority, while almost two-in-10 have had to cut back on what they spend on cyber security.

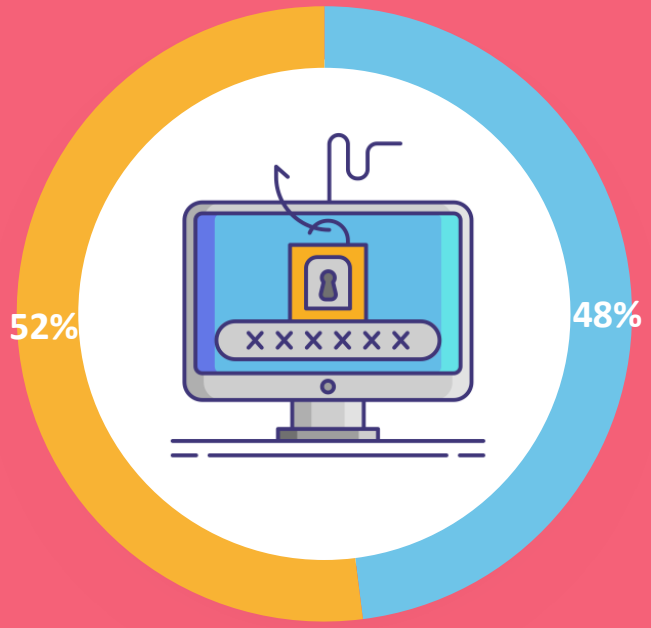
Do you agree or disagree with each of the following statements?



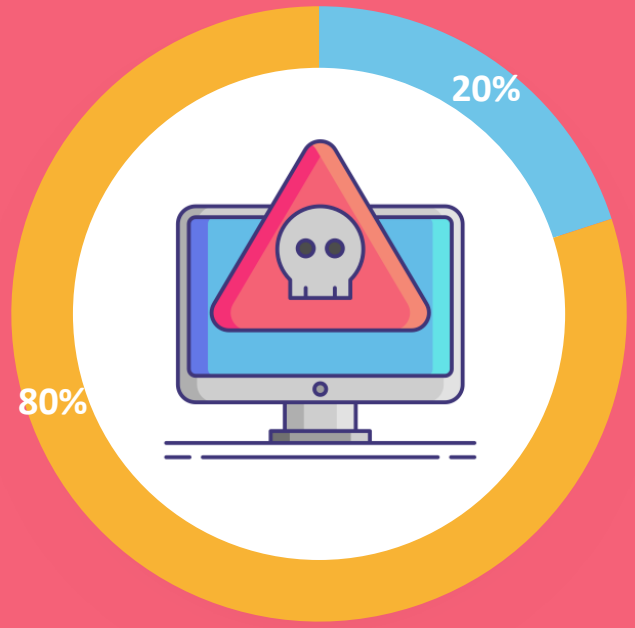
Agree
69%
17%
45%

BUSINESS ACTIONS TO REDUCE CYBER RISK

To the best of your ability, please answer the following:



Has your business implemented defenses against a possible cyber attack?



Do you have any intention of purchasing cyber insurance within the next year?

YES

NO / I DON'T KNOW

DEMOGRAPHIC INFORMATION

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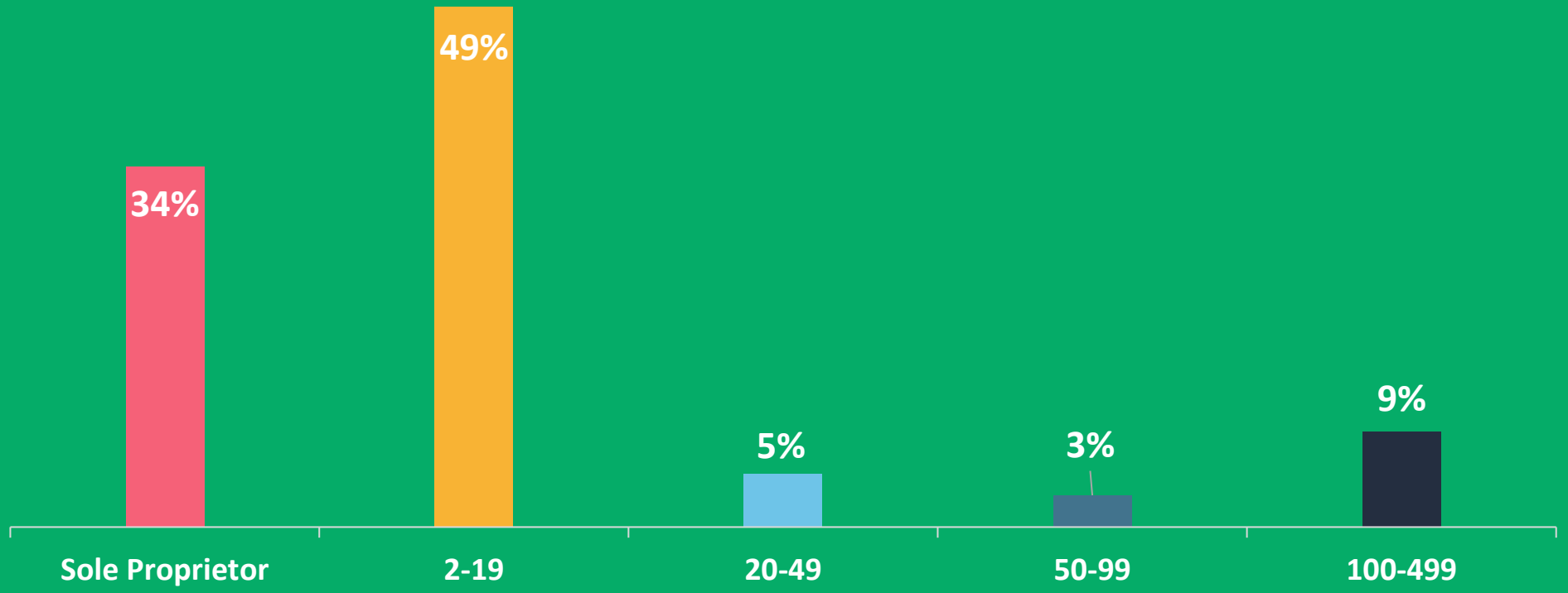
SIZE OF COMPANY/ORGANIZATION

How many employees work at your organization or company?



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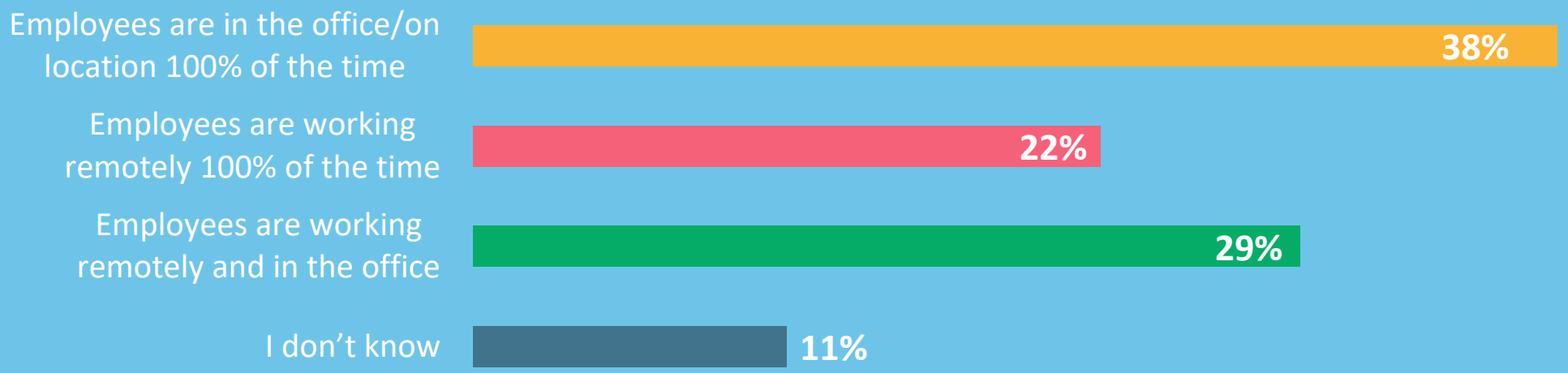

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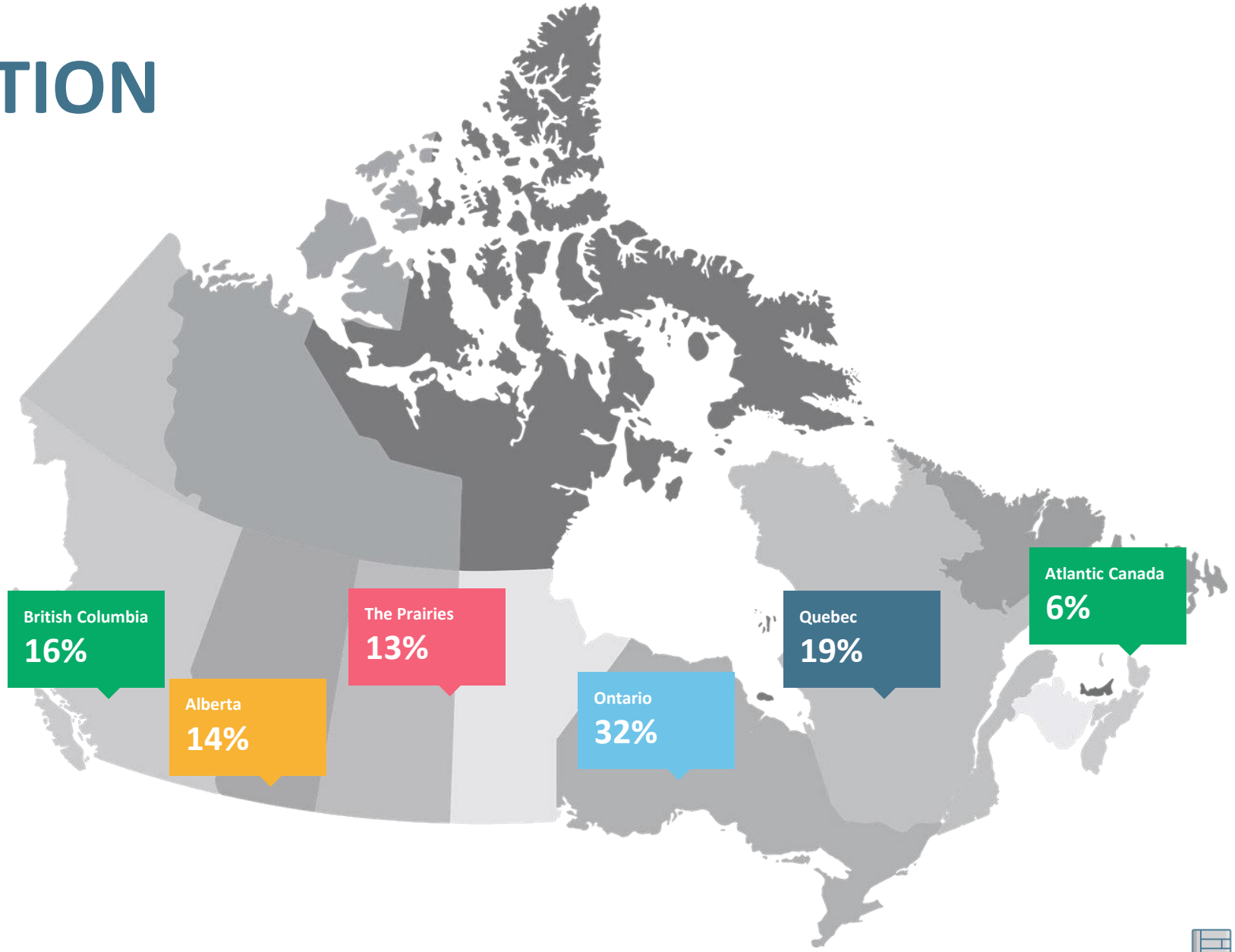
British Columbia
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The Prairies
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Ontario
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Quebec
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Atlantic Canada
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