INSURANCE BUREAU OF CANADA

Cyber Savvy Research

METHODOLOGY

This report includes selected findings from a survey conducted by Insurance Bureau of Canada from August 17 to 19, 2022, among n=1,525 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 are 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.

HIGHLIGHTS

Only 34% of surveyed employees at small and medium-sized businesses report that their company provides mandatory cyber security awareness training

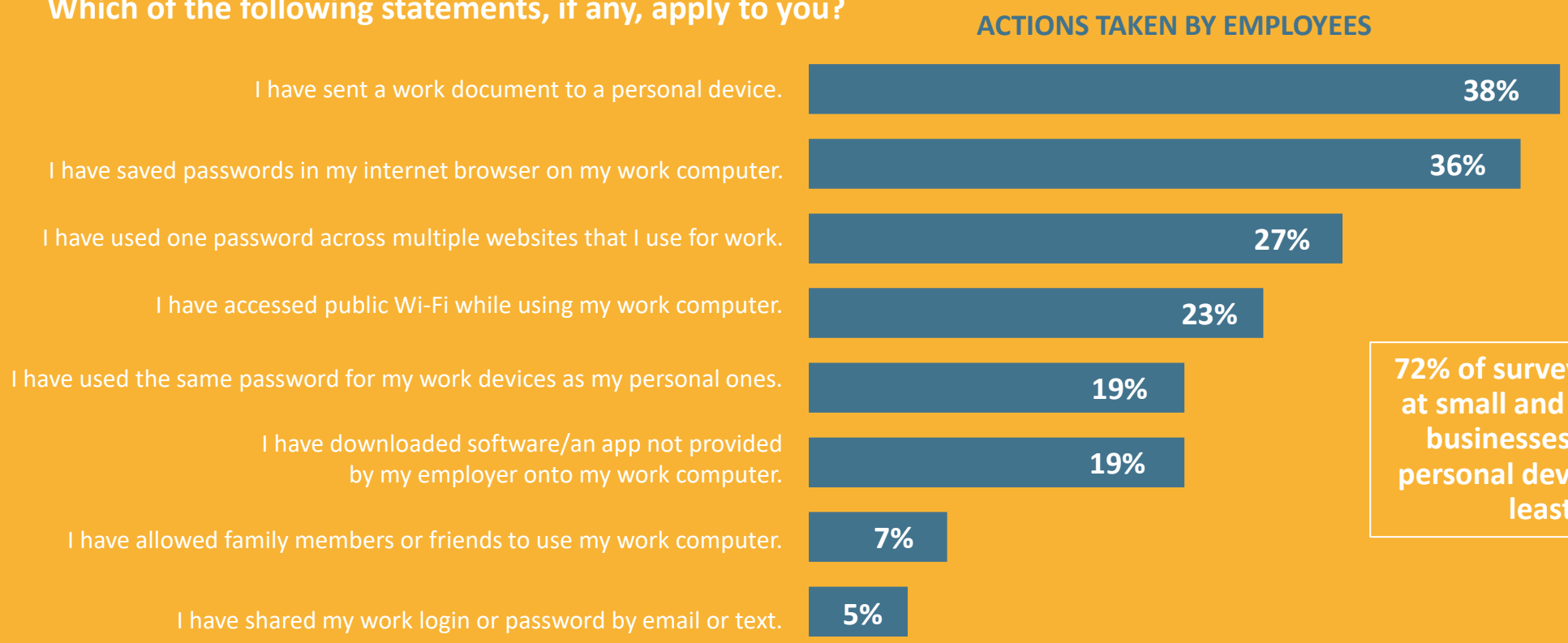
42% of surveyed employees at small and medium-sized businesses have seen an increase in scam attempts while at work over the last 12 months

72% 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 (51%) 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?

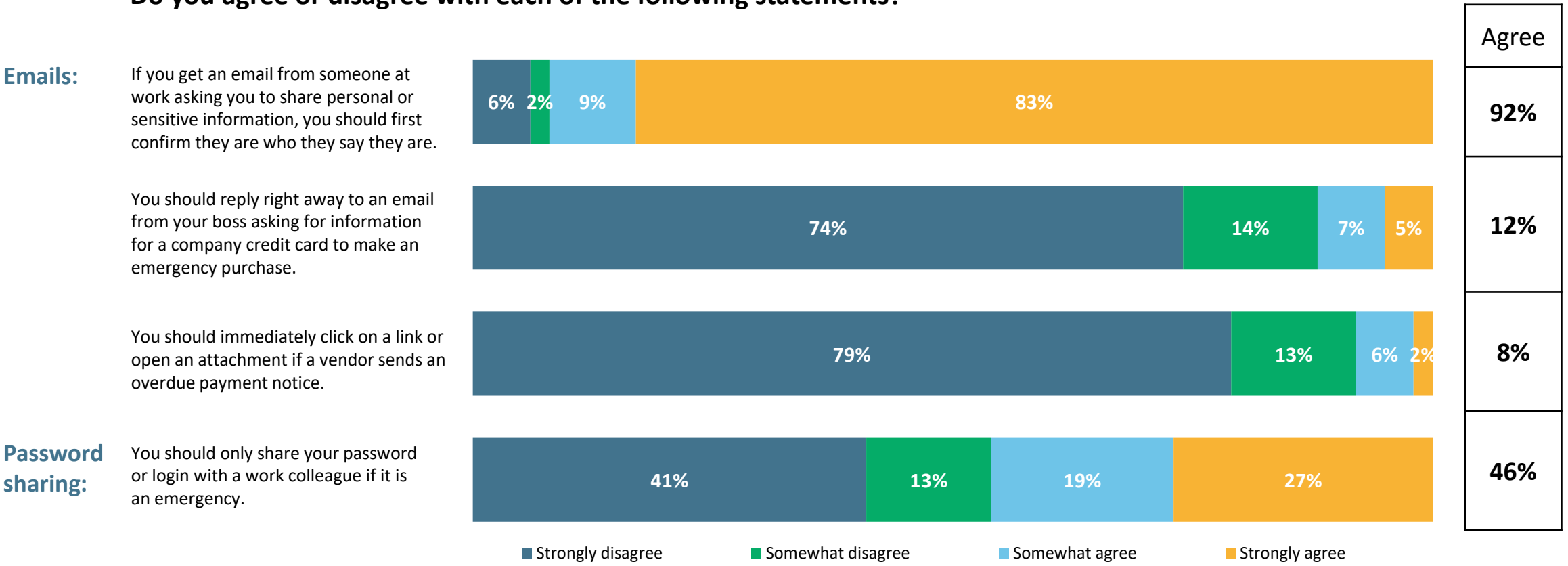


72% of surveyed employees at small and medium-sized businesses have used a personal device for work at least once.

REACTION TO SUSPICIOUS EMAILS & PASSWORD SHARING

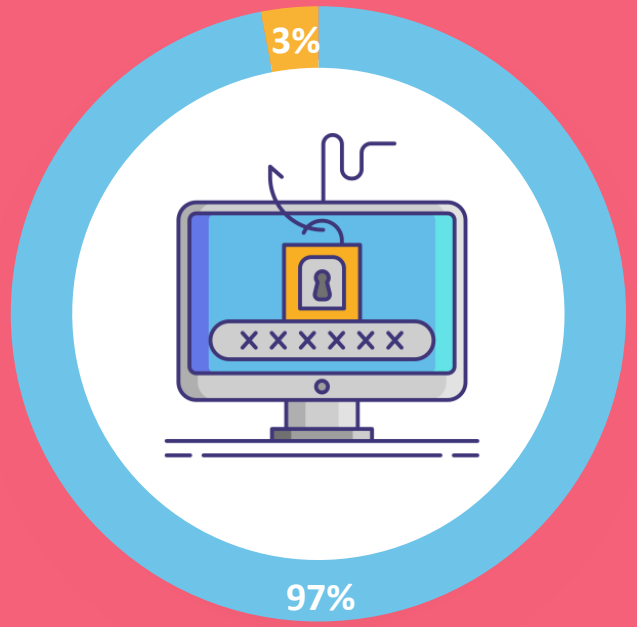
Based on responses to cyber security knowledge questions, one-in-five (22%) surveyed employees at small and medium-sized businesses do not know how to properly respond to email phishing attempts, such as requests for personal information or company credit cards.

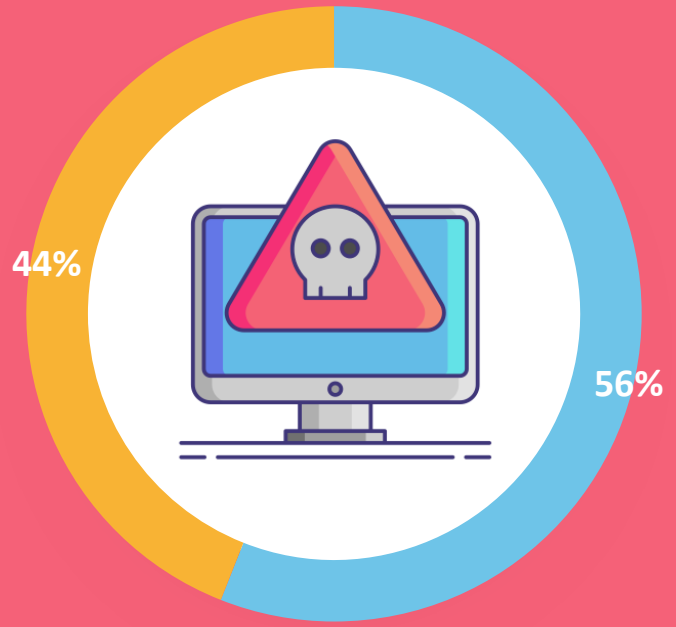
Do you agree or disagree with each of the following statements?



UNDERSTANDING OF COMMON CYBER SECURITY TERMS

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





TRUE

FALSE

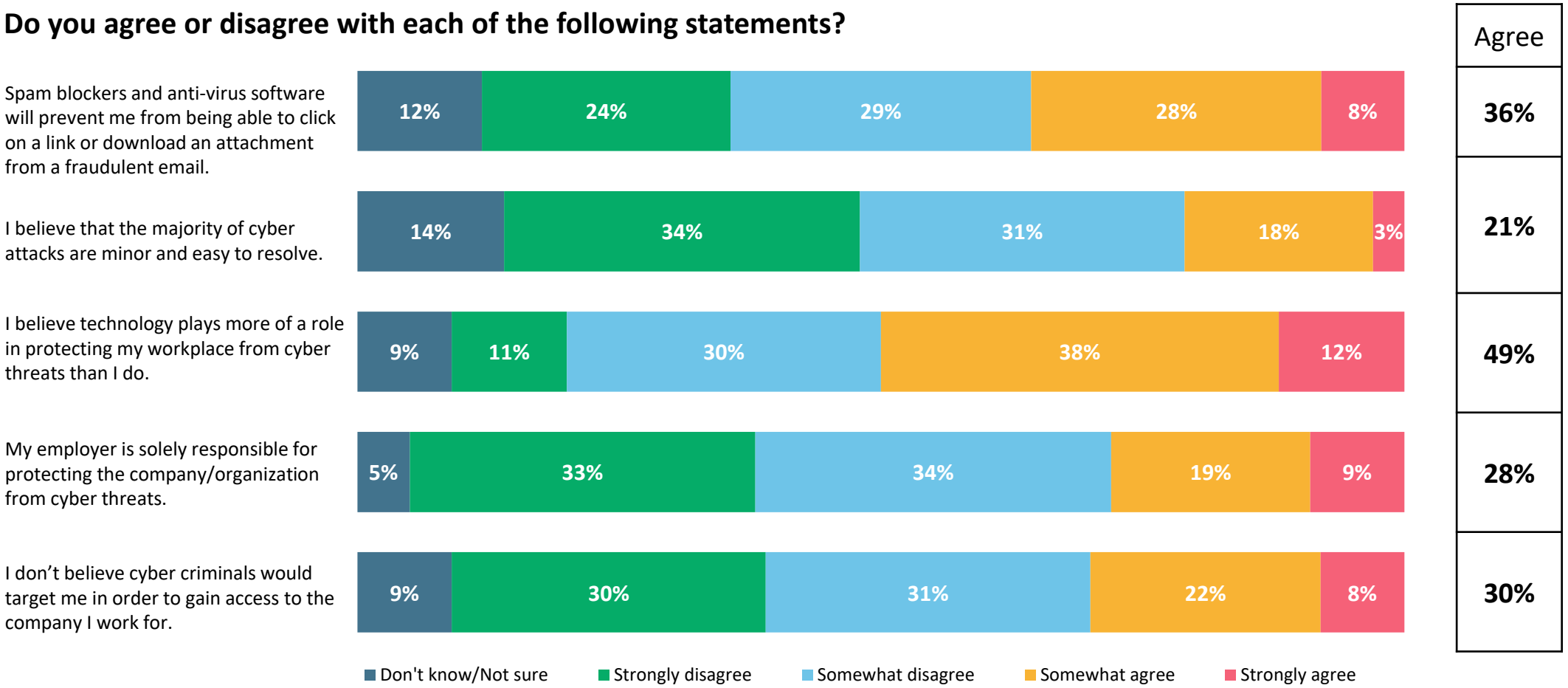
PHISHING Phishing refers to a scam where fraudsters appear to be a reputable source or someone you know in order to solicit confidential information. (True)

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

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.

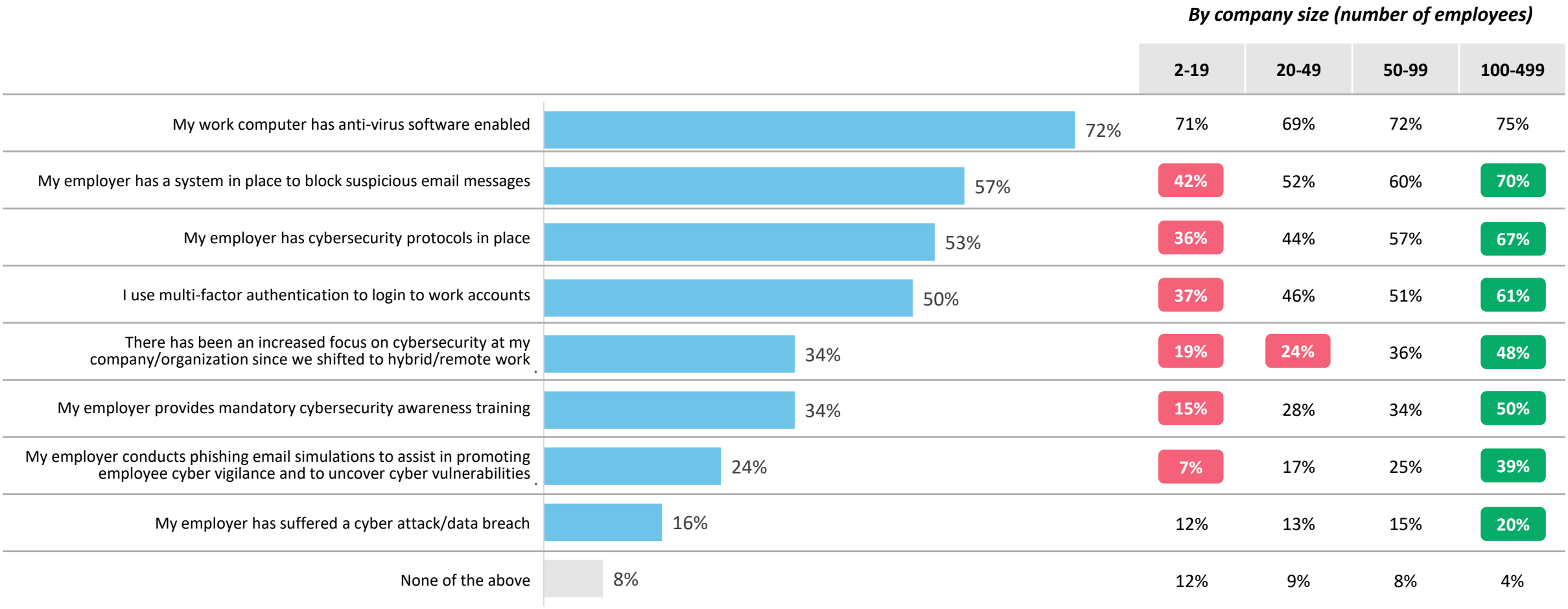
Do you agree or disagree with each of the following statements?



Agree
36%
21%
49%
28%
30%

CORPORATE CYBER SECURITY MEASURES

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



Significantly higher/lower than other groups at 95% confidence level

DEMOGRAPHIC INFORMATION

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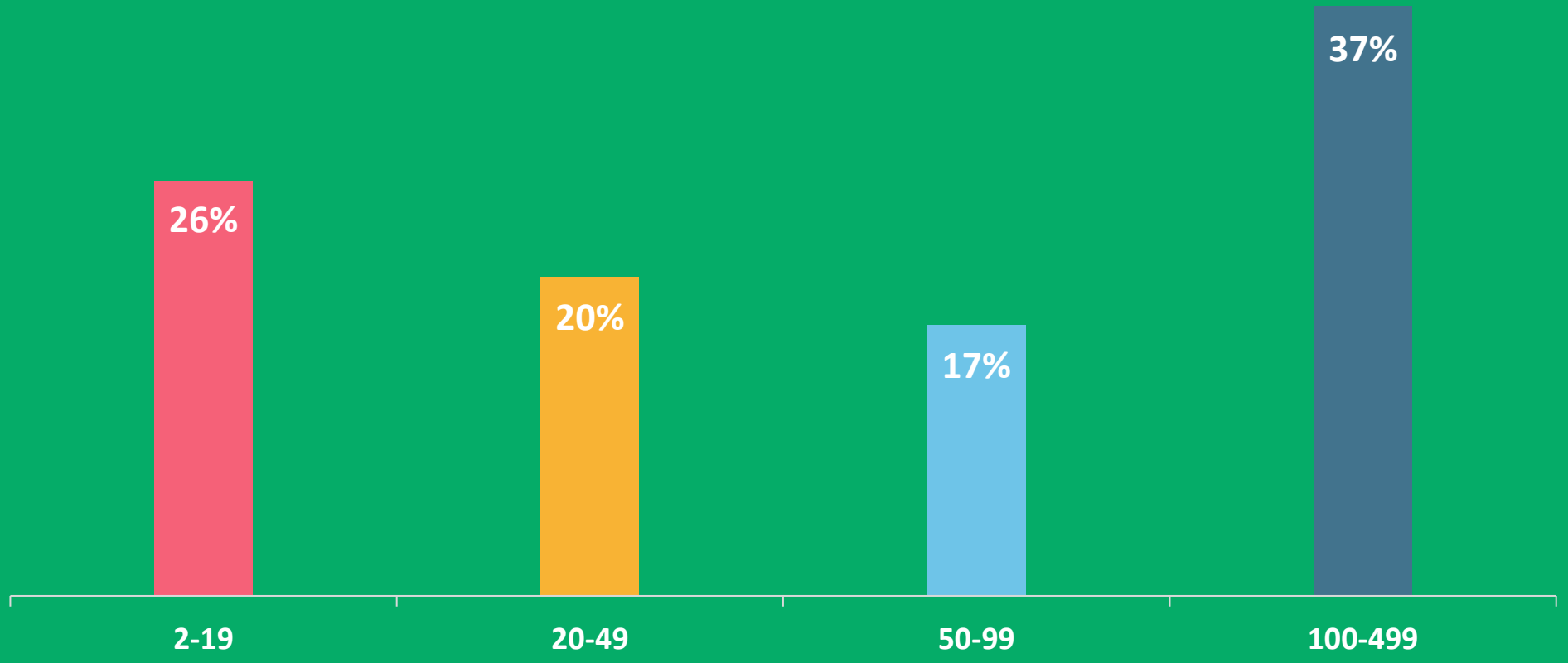
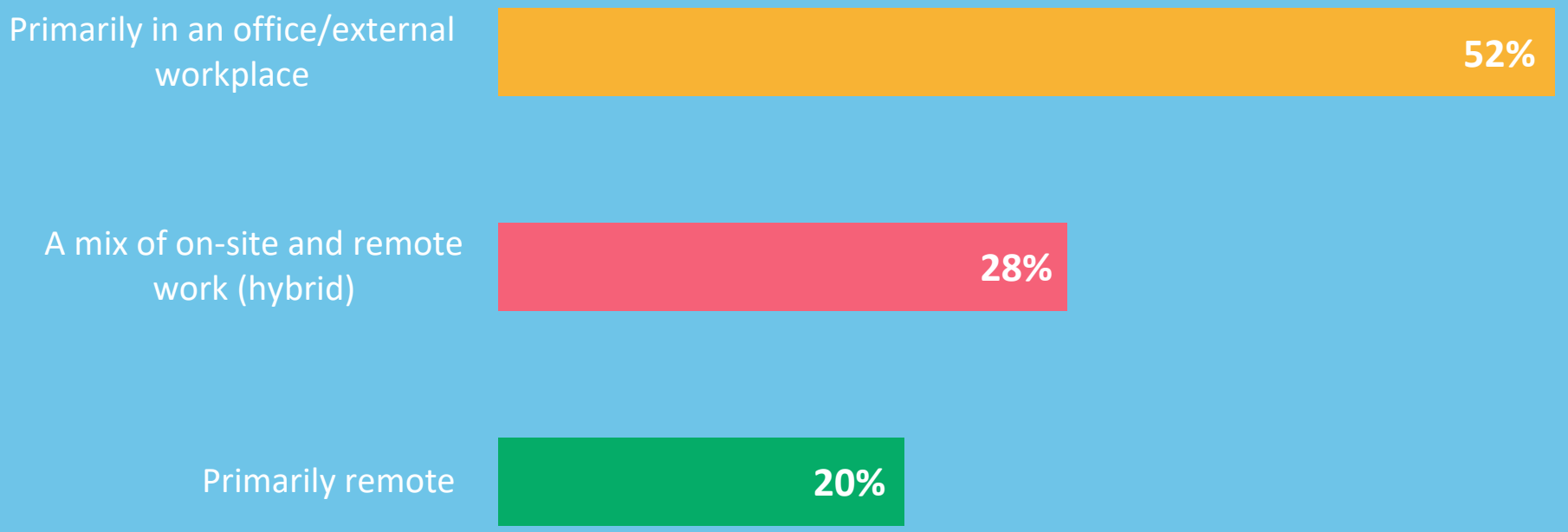
SIZE OF COMPANY/ORGANIZATION

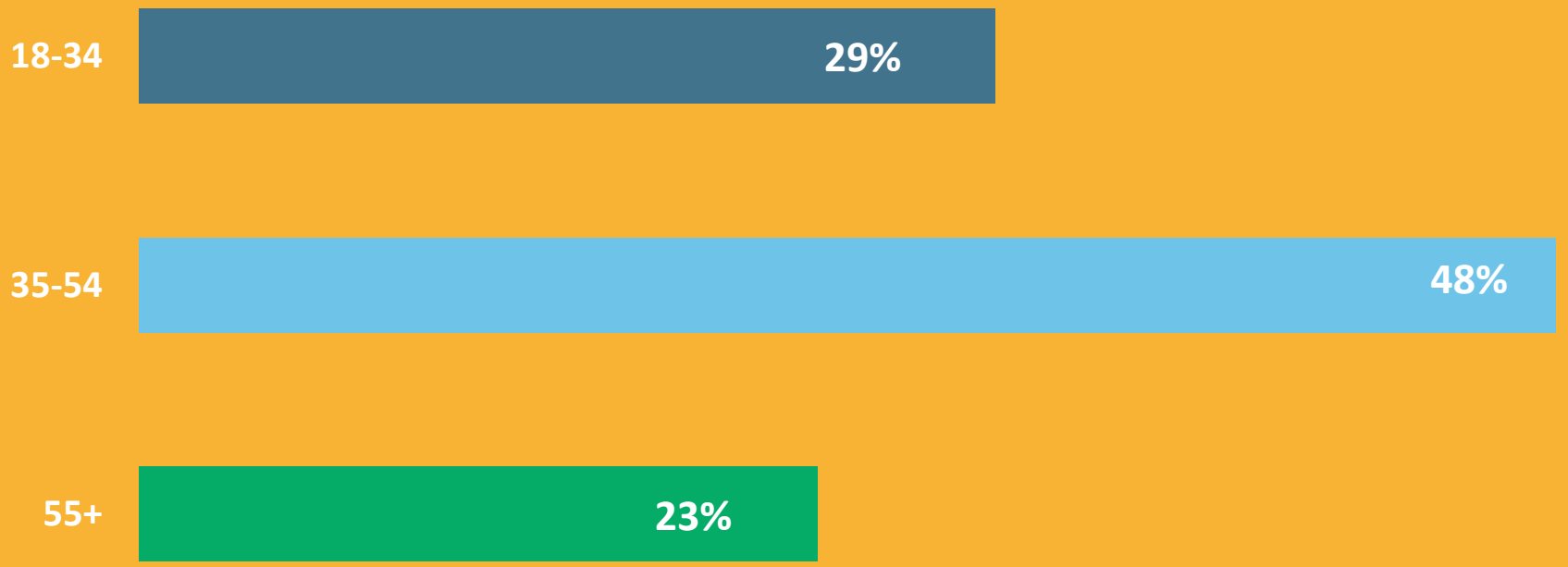
How many employees work at your organization or company?



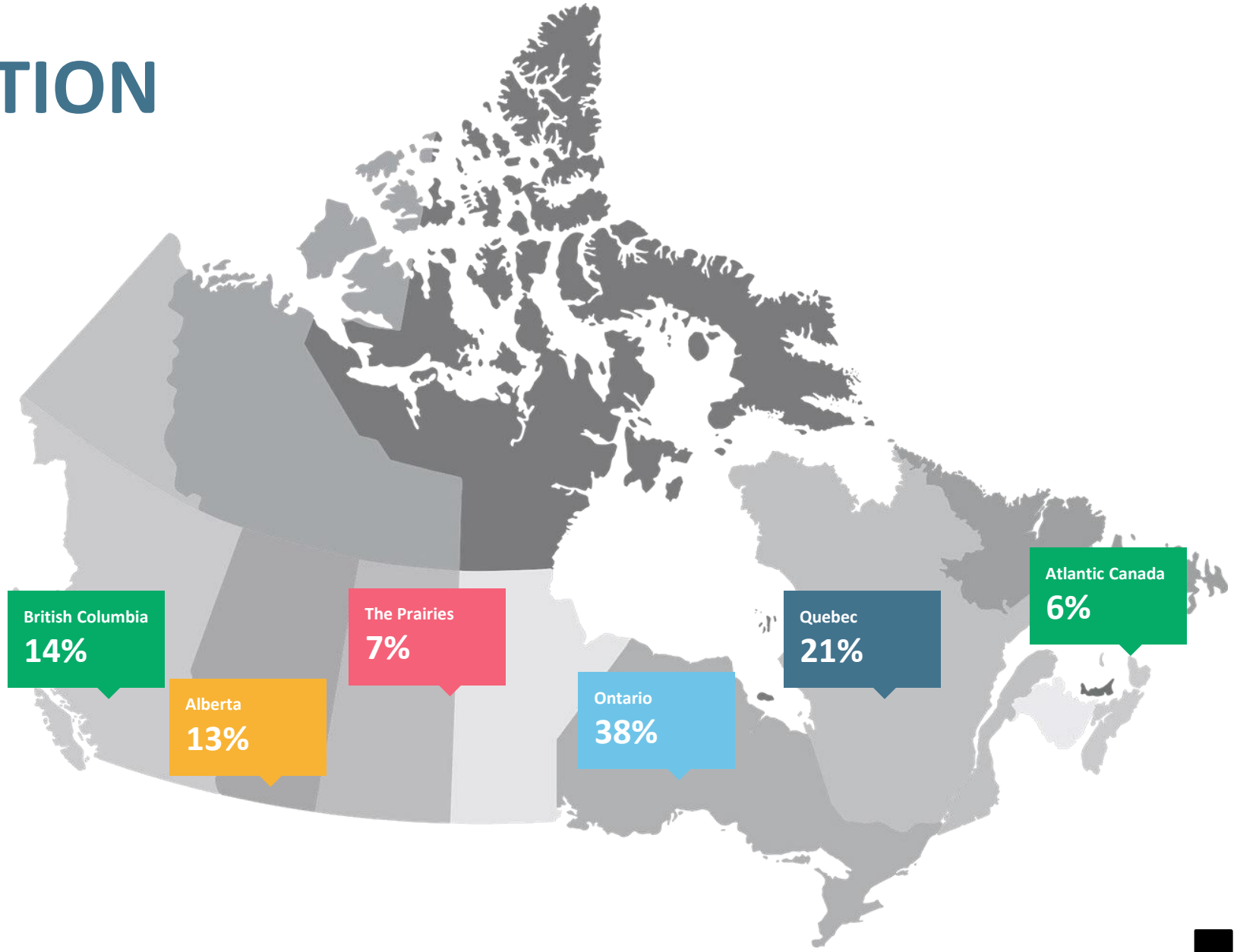
WORK ENVIRONMENT



AGE



LOCATION


British Columbia
14%
Alberta
13%
The Prairies
7%
Ontario
38%
Quebec
21%
Atlantic Canada
6%

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CHALLENGE