How $43,000 Disappeared in Seconds: A Cybersecurity Wake-Up Call for Businesses

Imagine checking your phone and discovering $43,000 has vanished from your business account. That's exactly what happened to one small business owner, marking a sobering reminder of the devastating speed and stealth of cybercriminals. In this article, we'll explore how this could have been prevented and why robust cybersecurity measures are non-negotiable.

The incident: On an ordinary Friday, an unsuspecting employee received a meticulously crafted email from what appeared to be the company's CEO. The email instructed immediate payment setup for a new vendor—a request not uncommon in corporate settings. The employee complied, setting up the payment details provided and transferring $43,000, only to discover minutes later, upon a call from the actual CEO, that they had been duped by a spear phishing attack.

Underlying vulnerabilities: This breach wasn't just a fluke; it was a calculated attack exploiting specific weaknesses…

- **Lack of email authentication** – No system was in place to verify the authenticity of emails posing as internal communication.
- **Insufficient employee training** – The employee was untrained in identifying suspicious elements of phishing attempts.
- **Weak access controls** – The process for setting up payments lacked sufficient checks, making it easy for fraud to occur.

Costly consequences: The immediate financial loss was significant, but the potential long-term effects—such as reputational damage, loss of customer trust and legal ramifications—can escalate the costs exponentially.

Preventative strategies:

1. **Implement multi-factor authentication (MFA)** – Just as you lock your doors at night, MFA protects your digital assets, making unauthorized access exponentially more difficult.

2. **Regular security training for employees** – Equip your team with the knowledge to recognize and respond to cyber threats. Regular training sessions and simulated phishing exercises can dramatically reduce risk.

3. **Comprehensive cybersecurity measures** – Beyond basic firewalls and antivirus software, modern businesses need advanced security solutions tailored to their specific risks and vulnerabilities.

Don't wait for a breach to rethink your cybersecurity strategy. Schedule a 15- to 30-minute discovery call with one of the expert security advisors at Shield IT Networks today. They'll help you assess your current defenses and identify actionable steps to secure your business against the increasingly sophisticated landscape of cyber threats.

The story of the $43,000 theft is a cautionary tale for businesses everywhere. In the digital age, the threat of cybercrime is ever-present, lurking in seemingly benign emails and communications. By taking proactive steps now, you can protect your business from becoming another cautionary tale.

Source: Shield IT Networks, www.shielditnetworks.com

HUMAN RESOURCES

Best Practices on Maintaining Personnel Files

Personnel files, employee files, employee records… no matter what you call them, you probably know they are important. But why, exactly? Below is a refresher on the importance of personnel files and best practices for maintaining them. You may just save yourself a bigger headache down the road.

What to include in a personnel file (and what not to include)

The purpose of a personnel file is to have a centralized location for an employee's documentation, reflecting his or her employment history. Items to keep in a personnel file include:

- **Application materials** (application, resume, certificates)
- **Offer of Employment letter and other beginning of employment documents** (tax forms, background checks, etc.)
- **Handbook acknowledgments**
- **Evaluations**
- **Promotions/work history**
- **Discipline documentation**
- **Results of an investigation** (but not the entire investigation file – see below)
- **Recognition**
- **Training records**
- **Separation records**
- **Responses to claims for unemployment**

While the above list may seem exhaustive, not all items related to an employee should be included in a personnel file. Some may need to be kept in a separate, easy-to-locate file. Here are some examples:

- **Investigation Files** – Investigation files are often particularly sensitive and can contain confidential information. It is generally best practice to keep investigatory materials separate from personnel files.
- **Benefits records** – Benefits information can be kept in a personnel file. However, it often accumulates in large quantities and goes into great detail about the employee's medical history, family members and other confidential matters. Therefore, it is better to keep separate benefits files for employees.

- **I-9 work authorization documents** – Forms verifying an employee's legal right to work in the United States should be kept separate from the employee's personnel file.
- **Medical records** – Similar to benefits records, medical records can be kept in a personnel file, but they often accumulate and almost always contain confidential information. It is a better practice to keep those in separate medical files. Records related to medical leave under the Family Medical Leave Act should be maintained in a separate file.
- **Privileged information** – Documents protected by attorney-client privilege should not be kept in a personnel file. In the case of employers, this generally means communications between the company (or its management/supervisors) and the company's attorney. For example, if you are considering disciplining an employee and consult the company's attorney before doing so, those emails (and, arguably, any references to those emails) would be privileged.

How personnel files may be used

It's easy to think that personnel files will never be seen by anyone other than Human Resources, but this is not the case. Here are some ways in which personnel files could be used (and why it's important to use best practices in maintaining them):

- **Litigation** – As you know, employment lawsuits are often brought by former employees, alleging that they were mistreated in some way. In the discovery phase of these lawsuits, employees almost always request a copy of their own personnel file and often request copies of other employees' person-nel files, as well (e.g., for employees who they believe treated them poorly or were treated more favorably).
- **The employee** – In some states, there are laws that give employees the right to review their own personnel files and/or make copies of the files. Check your state's laws to see if such a law exists, and remember that the law where the employee works will apply.

- **Subpoenas** – You may receive subpoenas requesting a copy of an employee's personnel file. This is often tied to litigation. For example, if one of your former employees sues a separate entity that did not hire him, claiming that the entity should have hired him because of his experience at your company, you may receive a subpoena for his personnel file so that they can confirm his experience at your company.
- **Open records requests** – For public employers, many states have laws by which members of the public can request public writings and materials. There is a broad definition of "public writing" with some exceptions, but suffice it to say that personnel files of public employees may fall into this category.

Other considerations

- **Sensitive personally identifiable information** – Personnel files almost always include personally identifying information (PII), such as Social Security numbers, dates of birth, bank account numbers and driver's license numbers. When producing personnel files, whether in litigation, in response to subpoena or otherwise, it is safest to redact any PII.

- **Document retention policies** – Employment laws at the federal level typically set the time period that employment-related documents must be maintained, and these vary by statute. Also, check your state law to see if it requires any different retention periods. Additionally, there are some files (like investigatory files) that you may want to retain for even longer.
- **Dating and signing** – Be sure to date and sign documentation placed in a personnel file, where appropriate. If you need to use personnel file documents in litigation or otherwise, it is often helpful to know when the document was created and when the subject matter events of the documents occurred.
- **Accuracy and speculation** – Make sure that everything placed in a personnel file is accurate to the absolute best of your knowledge. To that end, avoid speculating, and do not come to conclusions too soon.

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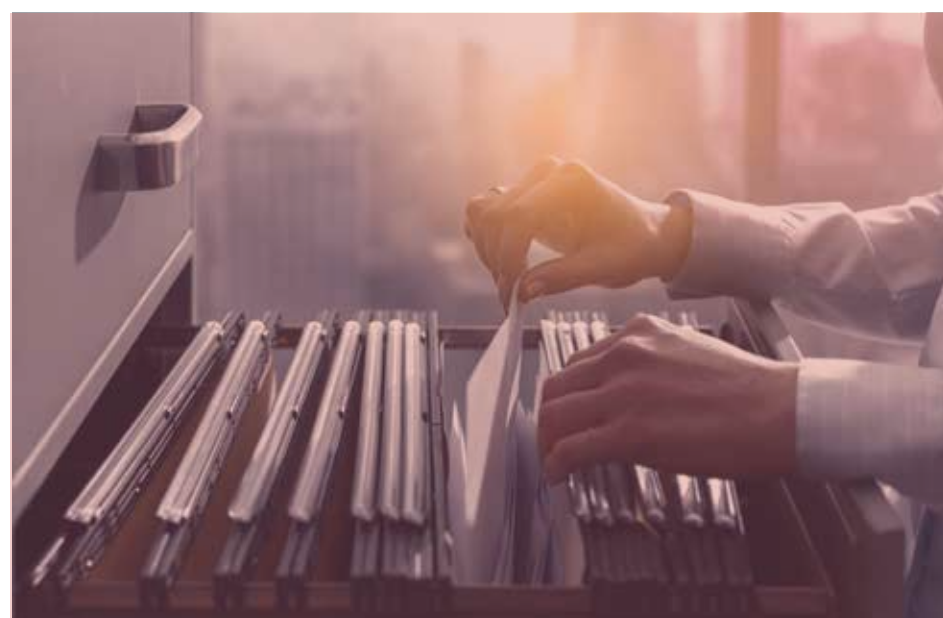
Utah's Wonderful Crandall Printing Museum

If you're planning to be in or near Alpine, Utah, be sure to put a visit to the Crandall Printing Museum on your itinerary. This gem of a museum is not just an absolute delight for printing history nerds (which, of course, describes many PIAS members). Its tours, which use the museum's collections to bring history to life in a unique way, are also a hit with those who did not realize how interesting printing can be.

The Crandall's collections

Founded in 1996 by the late Louis Crandall, Sr., the Crandall Printing Museum's collections include:

- **Working replicas of many famous presses,** including the Gutenberg, English Common, Acorn, Ramage and Gordon Jobber.
- **Variety of artifacts,** including an original "History of the World" book from 1666, a page from the original King James Bible, an extensive collection of type from various eras and more.
- **Working 1913 Model 5 Mergenthaler Linotype Machine**

"Everyone who comes to the museum takes at least one tour," explains Chris Wiggins, the Crandall Print Museum's Director of Operations. "Unlike many museums, the Crandall is not a 'just walk around and see the exhibits' type of place. The tours, which are included in the admission fee, are a vital part of how visitors experience our collections."

The Crandall's tours

Visitors can choose from three focused tours that each last about an hour, as well as a longer all-in-one tour:

- **Gutenberg tour** – See Johannes Gutenberg's inventions and methods in action. "The Crandall Printing Museum has one of just three working Gutenberg press replicas in the world that is actually in use for demonstrations," Chris shares. "During this tour we not only use this press, we also do a typecasting demonstration in which we take molten type and cast it in an adjustable, hand-held type mold."
- **Ben Franklin tour** – Learn about Ben Franklin's life, including his career in printing, the Poor Richard's Almanac and his role in American history. This tour includes a demonstration of the printing of the Declaration of Independence. As Chris points out, "Children and adults alike get a kick out of taking home a copy of the Declaration of Independence that they watched being printed on a working replica of an antique press."

- **Book of Mormon tour** – Ever wonder how books were made in the 1800s? You'll get to find out in this tour, which focuses on how the Book of Mormon was originally printed using the then-new Acorn Press. Learn how printer's manuscripts and book binding work, find out how fonts have changed throughout the years, and more.
- **All-in-One tour** – This comprehensive 1 hour 45 minute tour covers the highlights of the Gutenberg, Ben Franklin and Book of Mormon tours, and adds in a demonstration of the Crandall Print Museum's Linotype machine. "The Linotype machine is one of my favorites!" Chris exclaims. "It's such a cool device."

Perhaps best of all, the tours, which are usually conducted personally by Chris, are essentially all private tours. "We do a lot of school tours," says Chris, "especially for fifth and sixth grade classes, as the Gutenberg and Ben Franklin tours tie in well with the world history and U.S. history curriculum. But for individual and small group tours I don't typically have strangers share the same tour time, because I want the tours to be highly personalized."

To schedule your visit and book your tour (or tours!), visit www.TheCrandall.org/tours or call the museum at 801-500-3099. Although it's possible to just show up and take a tour, Chris strongly prefers that visitors schedule their tour in advance, to ensure that the museum is open and he is available.

Supporting the Crandall

The museum is currently being privately funded by its owners, the Johnson family. As a certified 501(c)(3) nonprofit organization, it also seeks grants and donations. In addition, Chris is actively seeking volunteers who are interested in leading tours and/or developing the museum's social media presence.

Visiting the Crandall

Chris has a surprisingly flexible approach regarding the museum's hours. While he tries to have the museum open Tuesday through Saturday from 10:00 am to 5:00 pm, he allows visitors to book tours any time from 9:00 am to 8:00 pm Monday through Saturday. Then he simply adjusts his schedule for the rest of the week to accommodate a Monday, early morning or evening tour request.

For more information, visit www.TheCrandall.org.

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GOVERNMENT AND LEGISLATIVE

On Our Radar

Approved regulations and other issues that we've been following:

- **EPA bans most uses of methylene chloride** – The Environmental Protection Agency (EPA) has issued its final rule banning consumer and most industrial and commercial uses of methylene chloride. For information about how this ban impacts the printing industry, see the article at bit.ly/epa-bans.
- **Good faith defense** – The California Supreme Court has ruled that the "good faith" defense applies to lawsuits regarding wage statement compliance. The ruling states that "if an employer reasonably and in good faith believes it is providing a complete and accurate wage statement in compliance with [the California wage statement statute]," then this is a viable defense against penalties under this law.
- **OSHA updates Hazard Communication Standard** – The new provisions include new criteria for hazard classification and labeling. The goal is to better protect workers by improving the information on labels and safety data sheets, and to allow workers and first responders

to react more quickly in an emergency. Because manufacturers and importers will now be required to supply additional information beyond what is currently required, you will have to modify your employee training somewhat to accommodate the changes. For more information, see www.osha.gov/hazcom. Although this standard was issued by OSHA, Cal/OSHA must now update its standards to be in compliance with it.

Legislation we've been following that did not pass:

- **Guaranteed Health Care for All** – AB 2200 would have established a single-payer, state-run system to provide comprehensive medical benefits to all state residents.
- **Right to disconnect** – AB 2751 would have given employees the right to ignore most communications from their employer during nonworking hours.
- **Criminal background checks** – In most cases, SB 1345 would have forbidden employers from requiring applicants to allow the employer to obtain the applicant's criminal history.

CLASSIFIED

FOR SALE:

2001 IBERICA-105 Machine Model: JR-105-5; Serial#: 2001261; Max Sheet size: 750mm x 1050mm; Min Sheet Size: 350mm x 400mm; Max Speed: 9,000 Impr/Hr; Machine Hours: 20,768 hrs; Cycles: 90,170,859,997. For more information, please contact Blanca Polanco at blanca@preferredpnp.com

FOR SALE:

Seal 62 Laminator, Model # 63600, Serial # 600m039, Measures 80" L, 51" H, 31" D.
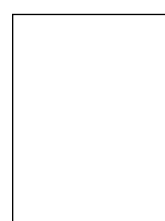In good working order. Pictures available.

For more information please contact Lane Weatherly at lweatherly@portlandpuzzle.com.

FOR SALE:

Printing equipment. Press C, Plate Baker or Plate Baking Oven, Plate Processor, Carton Sealing Tape Machine, Stevens Press, 32" Polar Cutter, 45" Polar Cutter, Conveyor, Hamada 6665, Hamada RS-34 LM, Lawson Drill machine, Semi-Automatic Stretch Wrap Machine. Contact Martha Moreno at martha@printcola.com.

FOR SALE:

Polar Mohr 78, 30.7" guillotine paper cutter; HP Laser Jet Enterprise 700 Printer; Epson Perfection scanner, 4490 Photo, Model 192A; Letrojog paper jogger; Challenge Paddy Wagon padding press; RICOH full color, sheet-fed printer; Hewlett Packard full-color wide format, roll-fed printer; Canon full color; and Image Program iPF8100. For more information, please contact Carol Prael at rcprael@olympus.net or at (360) 379-4922

Events CALENDAR

Printing United Expo
TUESDAY - THURSDAY,
SEPTEMBER 10 - 12
Las Vegas, NV
bit.ly/PrintingUnited24

LabelExpo Americas 2024
TUESDAY - THURSDAY,
SEPTEMBER 10 - 12
Rosemont, Illinois
bit.ly/LabelExpo2024

Save the Date:
2024 Americas Print Awards
THURSDAY, OCTOBER 17

Save the Date: R.A.I.S.E. Paper Drive
THURSDAY - FRIDAY OCTOBER 17 - 18
Anaheim, CA
Contact Kristy Villanueva at Kristy@piasc.org

7	SU	MO	TU	WE	TH	FR	SA	July
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	14	15	16	17	18	19	20	
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FOR FULL LIST OF EVENTS,
PLEASE VISIT
WWW.PIASC.ORG/EVENTS

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Government & Legislative	ON OUR RADAR

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