

March 22, 2021

To: Our Valued Customers and Vendors

From: Phil Jones, CEO

**Subject: Sun Gro Security Incident**

We are writing today to inform you of a security incident involving certain Sun Gro computer systems that may affect some of our customers and vendors. The incident occurred on or about March 17, when a hacker launched a cyber attack on Sun Gro's email and file system servers. Our investigation of what, if any, data the hacker accessed is ongoing. Right now, we have no indication that banking information or personal information for any customer or vendor was accessed, but that is still under investigation. As a preventative measure, we recommend customers and vendors follow the below guidance:

1. Do not open any email from Sun Gro or any look-alike domain (i.e. SUNGRO.com where the O was replaced with a zero), and inform Derek Fee, Manager of Corporate Communications for Sun Gro, immediately at (416)735-3761. We have used [marketing@sungro.com](mailto:marketing@sungro.com) to provide this update, but our email servers are otherwise offline temporarily. We will advise you when we bring Sun Gro's email system back online. If you receive any email from Sun Gro that includes a PDF, do not open it and similarly report it immediately to Derek. Do not click any links in any emails that appear even slightly suspicious. When in doubt, call the sender via phone to verify using a known good phone number, and NOT the one in the recent email signature block;
2. You must disregard any email requesting to alter/update any banking or payment information, and inform Derek right away. Sun Gro has not changed, and does not have any intention to change any banking information. Any request to do so is fraudulent and should be immediately reported to Derek. This applies to all forms of payment;
3. If you receive an invoice/payment request, valid or otherwise, and especially if the tone of the email feels rushed, urgent, or an out-of-band follow up on payment, please immediately report this to Derek and DO NOT respond in any way to the email.

Data security and the protection of your information are of paramount importance to us. We will continue to conduct an internal investigation to determine what steps are necessary to address the current attack, and to prevent any similar future attacks.

In the meantime, we must stress that you should exercise extreme caution with any contact from someone contacting you unexpectedly, representing that they are from Sun Gro and seeking additional

data from you about any account information. If you have received or do receive suspicious contact, we ask that you notify us immediately by contacting Derek.

We apologize for any inconvenience that may be caused by this unfortunate situation, and will work with each of our affected customers as necessary to take corrective action to resolve this issue. If you have questions, please contact Derek Fee, Manager – Corporate Communications, for assistance at 416-735-3761.