

December 8, 2021

Dear CUPE 218 Executive,

We would like to extend our sincere apologies for the issue raised by the technical breakdown relating to the Members in Good Standing report. Union Digital appreciates the magnitude of the outcome due to this event. We investigated the root cause of the issue and have come to the conclusion that human error on our behalf was the root cause.

After extensive review we have come to understand the following:

- CUPE 218 was dependant on a custom web form designed by the Local which required members to self-report to the Local. A list of members who filled this report was imported into LUNA, and the members' status on the list were then registered as "Member in Good Standing".
- Submissions from this custom web form were not actively exported from the website and imported into LUNA for approximately 10 months, from February 2021 (following successful use during the December 2020 election) to November 2021.
- Prior to the November 2021 election Union Digital at the Local's request, sent an email to the entire Local asking for verification that all Members were registered to vote.
- No Members responded to this verification email and therefore the Executive had no reason to believe that their Member in Good Standing list was incomplete.
- Following the November 2021 election, CUPE 218 received notification from Members that they were not eligible to vote leading to this review.

We sincerely apologize for any inconvenience that this technical breakdown has caused.

Union Digital has concluded that this issue was related to an isolated condition resulting from a custom form request. The Local, CUPE 218, has agreed to move to our new Union 1 Software Platform and is in the process of migrating over to it. The new Platform amongst other great new features includes secure forms submissions which link directly to the database. The Platform also has audit events which allows the Local to keep track of all forms submissions and any other data changes. All of these new features remove the risk of human error in the Member in Good Standing process. As a result we have extreme confidence that this situation will not repeat itself in the future.

In an effort to alleviate the issues brought forth from this event, Union Digital is offering to provide a complete rebuild of your website to remove all outdated forms and ensure that the website completely integrates seamlessly with the Union 1 Software Platform.

Sincerely,

John Camilleri  
President