

Explanation of security breach and request for formal apology

[Business](#)



Explanation of Security Breach and Request for Formal Apology to Linda Luu

Hello Roger, The security breach occurred while I was attending a meeting to plan next month's launch of the Bionic Leg event. As soon as I was informed of the breach, I investigated the issue and established that our lab lock has malfunctioned. In this regard, I will make arrangements for a technician to repair the lock's firmware.

A month ago, the lock manufacturer sent me an email to warn me of the possibility that the lock could malfunction and to schedule for a technician to come and fix the lock's firmware. No further queries were made on this issue following the current measures on cost-cutting, and the fact that the Head of Security was dismissed six weeks ago. I apologize for not informing you of the problem with the system on time. I am heavily involved in planning for the launch of the Bionic Leg event, a project that is critical to the company's ongoing success, and that is why I have not had time to resolve the issue. Linda is an important employee to our company because she is the most knowledgeable person in Canada in the field of bionics. Bob Loblaw is the only other person in the company who possesses similar expertise. Since they work together, there is a chance that if Linda were to leave then Bob would also leave. This would be a great loss for the company. Without the service of these two key employees, the Bionics Division would be forced to close. In the last three years, the company has been surviving on the revenues generated from the Bionics Division. Furthermore, we risk losing Linda to our main competitor, Bionic Works Co., which has been trying to poach her from us for quite some time. Her decision to stay is based on her loyalty to my leadership and because she enjoys working with our team.

To prevent Linda from leaving the company, we need to compromise company policy and fulfill her terms. I would like to ask you to apologize respectfully to Linda following the conversation you had with her recently. To avoid future misunderstandings, please avoid contacting Linda directly, either by phone or email; instead contact me and I will relay any messages you have for her. Also, I would appreciate if you treat all members of the lab team with full respect and dignity by using a polite tone. I am doing all this to restore the company's profitability.

I would like to meet with you in person to discuss the steps we need to take to tighten security and avoid similar issues from occurring in the future.

Sincerely,

Kayla Campbell

Western Regional Director of Operations

Labs Inc.