



GMB LONDON REGION

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GMB YOUR VOICE IN ASDA

APRIL 2023

PAYSLIP SYSTEM CYBERATTACK

Dear members,

On 10th April it was reported that ASDA's payroll provider, SD Worx, had suffered a cyberattack causing them to shut down all IT systems in the UK. This led to payslips for all ASDA colleagues being unavailable.

GMB London Region raised the issue with ASDA last week to represent our members concerns over loss of personal data, pay accuracy, and the ability to see pay slips by Wednesday when they were meant to be released to colleagues.



On Tuesday we put a message out to members to advised them of the outage, and how the attack on SD Worx could impact pay, as well as colleague data.

Luckily, the system was back up and running by Wednesday afternoon, allowing colleagues to access their payslips.

ASDA has confirmed that no colleague data was breached or lost during the attack on SD Worx, and there should be no impact on payday Friday 21st April, with all systems working properly.

However, this doesn't mean there will be no pay issues, and a number of GMB members have already been in touch to say their pay is inaccurate. We have begun to reach out to ASDA to have these pay errors corrected quickly, and to prevent them from happening further.

If you are impacted by this issue and would like assistance, or you are seeking support or advice on other matters, please contact our office directly at 01603 626492, or visit our GMB Members' Support Centre at www.gmb-asda.com/support

GMB ASDA London Region

For assistance visit the GMB Members Support Centre
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