



## **DISASTER RECOVERY - BUSINESS CONTINUITY PLAN**

Haywood Securities Inc. has developed a Business Continuity Plan (BCP) that will allow key operations to resume within 48 hours should a significant business disruption occur at our Vancouver Head Office, or branches in Calgary and Toronto.

In the event that our Vancouver Head Office is rendered inaccessible for more than 2 business days, Haywood operations would be transferred to a separate recovery site, alternate branch, and/or continue via remote-based working environment.

If you are unable to contact your Vancouver Sales Representative through their normal business telephone number, please call our toll free number 1-800-663-9499 which will be routed to one of our alternate branches for appropriate handling. The Calgary (Toll Free # 1-877-604-0044) and Toronto (Toll Free # 1-866-615-2255) branches may also be contacted directly.

Should either our Calgary or Toronto branch experience a significant business disruption, clients may contact the Vancouver Head Office (Toll Free # 1-800-663-9499) and ask to be connected to our Compliance Department for appropriate assistance.

In the event of a crisis that affects any of the Haywood branch offices, updated contact information and status reports will be posted to our website on a regular basis.