



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

*Updated September 25, 2019*

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 one of our branches in Calgary and/or Toronto.

If our Vancouver Head Office is rendered inaccessible for more than 2 business days, Haywood operations would be transferred to a separate recovery site, an alternate branch location, 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 and you will be rerouted to one of our alternate branches for support. Our branch direct toll-free numbers are as follows: Calgary (# 1-877-604-0044) and Toronto (# 1-866-615-2255).

Should either our Calgary or Toronto branches experience a significant business disruption, clients may contact our Vancouver Head Office toll-free number (# 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 locations, updated contact information and status reports will be posted to our website on a regular basis.