



Canada Life

Corporate Social Responsibility

Our Business Continuity and Disaster Recovery Policy

Canada Life has comprehensive and well documented Business Continuity Management and Disaster Recovery plans in place. Each business location has dedicated resources that are trained to ensure that in the event of an incident or disaster occurring, business critical staff are able to undertake key roles effectively and efficiently.

What is Canada Life's Business Continuity Plan?

Canada Life's Business Continuity Plan ("BCP") is a risk control tool that helps ensure the continuation of service for our customers. The BCP is an organised strategy that mitigates the outcome of a disaster by anticipating its effects, planning for them and rehearsing the response. The BCP is intended for business disruptions that may affect Canada Life's facilities, systems and staff.

Canada Life has created its BCP with the following objectives:

- To maintain critical operations at pre-established levels in the event of a disaster.
- To meet customers' reasonable expectations for critical business services.
- To meet regulatory expectations for business risk management.

The BCP caters for computer system failure and incidents that will deny access to our main offices as well as incidents affecting staff. This includes the use of alternate Canada Life site locations in order to enable us to continue to process critical or time sensitive transactions. Depending upon the severity of the situation that occurs, varying elements of the BCP will be invoked.

The scope of the BCP ensures that we are able to recover essential business functions including the critical processes and systems that support each line of business. Each business department within Canada Life is required to identify these critical business processes and systems.

Detailed procedures and communication plans have been developed and roles and responsibilities clearly identified in the event that the BCP has to be invoked. Contact information is maintained for all staff in each business department so that employees across the company can be contacted in an expeditious manner.

All business departments are required to perform and document a Business Impact Analysis at least every two years as part of the BCP maintenance schedule. The BCP is reviewed annually and tested regularly at each of Canada Life's alternate sites.

As part of the BCP, representatives from each business department form part of the BCP recovery process and are responsible for the coordination of their team during an incident.



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