



Canada Life™

Business Continuity and Disaster Recovery Policy

Canada Life has comprehensive, and well documented Business Continuity Management (BCM) and Disaster Recovery (DR) 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.

Our goals for recovery in the event of a disruption are to minimise the impact to critical business functions, maintain overall management functions, maintain the security and integrity of our corporate assets and to minimise the impact on our customers. This also ensures that Canada Life is able to maintain business relationships with our third parties.

Our BCM and DR plans are tested regularly from both a staff and systems perspective at our alternative sites. The plans are maintained in accordance with the Group Corporate policy and regulatory requirements of both the Financial Services Authority and the Office of the Superintendent of Financial Institutions in Canada. They are stored electronically with copies readily available when we invoke either Business Continuity or Disaster Recovery.

All staff responsible for the recovery of critical business functions are required to ensure that their BCM plans are kept up to date on a regular basis.

We are therefore confident that in the event of a business interruption incident or site disaster we would be able to continue to provide our customers with policy servicing.

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