

## **SECURED COURIER LIMITED**

### **BUSINESS CONTINUITY PLAN**

**FEBRUARY 10, 2009**

#### **Emergency Contact Persons:**

Secured Couriers' primary emergency contact person is Greg Linton, President and CEO (office) 416-363-3278, (cell) 647-519-3278), (office e-mail) [glinton@securedcourier.com](mailto:glinton@securedcourier.com).

Margaret Dubeau, Office Manager/Compliance Officer is an additional emergency contact, (office) 416-363-3278, (cell) 416-660-6551 (office e-mail) [mdubeau@securedcourier.com](mailto:mdubeau@securedcourier.com).

Kirstan Soul, Chief Operations Manager is an additional emergency contact, (office) 416- 363-3278, (cell) 416-676-8715, (office e-mail) [ksoul@securedcourier.com](mailto:ksoul@securedcourier.com).

#### **Firm Policy:**

It is the goal of the firm's management to maintain Secured Courier Limited as a continuing business in the face of significant business disruptions. It is the policy of the firm's management to respond to a Significant Business Disruption (SBD) by first safeguarding employees' lives and firm property, securing mission critical systems, protecting the firms books and records, making a financial and operational assessment and quickly recovering and resuming operations to allow our customers the ability to use our services and for us to provide customer care.

In the event that we were unable to provide these services we would advise them of alternative procedures.

Each principal of Secured Courier will maintain a copy of this BCP. A copy of the plan will be maintained on the Secured Courier website under security password protection and a copy will be maintained offsite at the Law Offices of Ronald Wright, Barrister & Solicitor, 44 Victoria Street, Suite 918, Toronto, ON. M5C 1Y2.

**Significant Business Disruptions (SBDs):**

Our plan anticipates two kinds of SBDs, internal and external. Internal SBDs affect only our firm's ability to communicate and do business, such as fire in our building, flooding or power failure. External SBDs are more serious in nature and affect wider physical areas or disrupt entire operational segments such as preventing the operation of our clients and other vendor partners, a terrorist attack, a city flood, or wide scale blackouts or regional disruptions. Our response to an external SBD relies principally on other emergency organizations and systems. In these circumstances we will follow the procedures as outlined in this plan with respect to communications and client notification as if the firm suffered a similar circumstance.

**Approval and execution Authority:**

Greg Linton, President and CEO of Secured Courier Limited and registered principal is responsible for approving the plan and for conducting the annual review. Primary responsibility for executing this Plan rests with the President. Should the President of Secured be unavailable and unable to be contacted, Kirstan Soul, Chief Operations Manager will make a situation assessment with the authority to execute the Plan. Should both the President and Chief Operations Manager be unavailable and unable to be contacted, the next senior member of the Secured Courier BCP team has the authority to execute the Plan.

**Plan Location and Access:**

Secured Courier will maintain copies of the BCP, the annual reviews and the changes made to it for inspection. An electronic copy of our Plan is on the Secured Courier website server which is housed offsite at a secure location. Responsibility for maintenance of the Business Continuity on this system is with Technecomm Limited, Chris Hilborn, Secured Courier's I.T. vendor.

**Business Description:**

Secured Courier Limited provides a full range of Sameday, Rush, Direct, Panic and Overnight Courier Services to our clients here in the GTA and right across Southern Ontario. Secured Courier has been in business since 1986. A full description of all services provided is on our website at [www.securedcourier.com](http://www.securedcourier.com).

**Office Locations:**

Secured Courier Limited main home office location is at 3106 Dundas Street West, Toronto, ON M6P 2A1. The main office telephone number is 416-363-3278. All client information, client application processing and review, the firms books and records and all mission critical systems are housed at this location. Our office employees are within walking distance or travel by means of automobile of which there are several alternate routes to this office. This office is located less than ½ kilometer from both Police and Fire Department facilities.

**Other Locations/Communications:**

In the event of an SBD all of our staff are completely equipped to fully telecommute / operate from their homes.

We also have Depots that can also function as office space located at 111 Queen Street East Toronto, ON M5C 1S2 and at 100 King Street West, First Canadian Place B2 Level Toronto ON, M5X 1H3.

All of our servers are located off site at Technecomms' home office. Back up discs and complete records are also stored offsite at 3 other locations which include our Lawyer's and our Accountant's offices.

Since access to client records are now conveyed via secured password-protected protocols on the Internet, service connections would be established through alternate portable personal computer links into the systems databases. Auxiliary or peripheral equipment such as printers, fax machines, computer screens, telephone and two way radio communications sets, general office supplies and stationary are currently stored at each Depot in case of an emergency.

All Brokers use Mike digital communications devices and also have two way radio as well as e mail and telephone capability so if any two options are temporarily down there is a back up in place to keep in touch with Couriers en route. Secured Courier also maintains a two way trunk radio system for emergencies.

### **Data Back-Up and Recovery (hard Copy and Electronic)**

Secured Courier Limited maintains its primary hard copy of all clients' files and our corporate books at our main office location in Toronto at 3106 Dundas Street West Toronto ON. M6P 2A1. The same office site houses the firms electronic files contained in a secure area of the office building in a waterproof/fireproof safe.

A complete duplicate of this information is housed in two different locations: our books are at Severt, Sawrantschuck and Associates LLP Chartered Accountants, 43 Colborne Street Toronto ON M5E 1E3 (telephone) 416-979-7444 and our electronic information is held by VSApp Incorporated, our IT firm/vendor Chris Hilborn (telephone) 905-936-9994, (cell) 416-898-0067. Our servers are also housed offsite in a secure environment.

### **Financial and Operational Assessment:**

#### **Operational Risk:**

In the event of an SBD the President, Office Manager/Compliance Officer, Chief Operations Manager, IT Service Provider, Net Master and Compliance principals will meet to identify what means will permit the firm to communicate with our customers, employees, critical business constituents, critical banks, vendor suppliers, regulators and Government.

Although the effects of an SBD will determine the means of alternative communication, the communications options we employ will include our website, the websites of our affiliates, telephone voice mail, secure e-mail, digital communication devices and two way radio. In addition we will retrieve our key activity records as described in the section above, Data Back-Up and recovery (Hard Copy and Electronic).

### **Mission Critical Systems:**

Management has primary responsibility for establishing and maintaining our business relationships with our customers and has sole responsibility for our mission critical functions for order processing, billing and remittance processing, client service and internal control. Our business vendor partners provide by agreement, the maintenance of our web site, on line order systems and our complete broker communications network.

We have contacted our business vendor partners to confirm the existence of a BCP within their organizations, the maintenance of such a plan and the capacity to execute that plan. They further represent that they will advise us of any material changes to their plan that might affect our ability to maintain our business as such. In the event any of our vendor firms execute their plan, they represent that they will notify us of such execution and provide us equal access to services and instructions as to alternate arrangements for business processing just as Secured Courier Limited will do for its own clientele.

Our vendor partner firms represent that there is a back-up operating facility for all our records at a remote site and they further represent that they operate a back-up facility in a geographically separate area with the capability to conduct the same volume of business as their primary site. They have also confirmed the effectiveness of their back-up arrangements. It is our firms intention to confirm this arrangement periodically.

### **We have targeted as a goal, a recovery time objective of 5 hours.**

However, hard and fast deadlines that must be met in every emergency situation and various external factors surrounding a disruption, such as time of day, scope of disruption and status of critical infrastructure “particularly communications” can affect actual recovery times. Resumption recovery refers to the restoration of normal processing routines, schedules and communications after a wide scale disruption.

Website- Secured Courier Limited, [www.securedcourier.com](http://www.securedcourier.com)

Site-Down Contact Margaret Dubeau 416-363-3278 [mdubeau@securedcourier.com](mailto:mdubeau@securedcourier.com).  
Or VSApp Incorporated 905-936-9994 or (cell) 416-898-0067 [chilborn@vsapp.com](mailto:chilborn@vsapp.com)

