



In accordance with OPPI policies, we want to make you aware of our business continuity plans in case of emergency. Our plans are designed to ensure that our business will continue to function with little or no disruption, that members and suppliers will be able to reach us regardless of the scope of the situation. OPPI has developed a Business Continuity Plan on how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. With that in mind, we are providing you with this information on our business continuity plan.

Contacting Us – Should our primary location be affected we will move the business to our alternate site location where we are able to serve our clients as effectively as we do at our primary site. Calls to the primary office will be re-routed to the alternate site where we have access to all of the same systems as are provided in our primary location. In the event of a prolonged disruption to our primary location, our Business Continuity Plan provides for more permanent relocation of staff to our alternate location, where we will continue to provide the best service possible. If you cannot access us through our phone lines, our web site will be updated with further information at: www.ontarioplanners.on.ca.

Our Business Continuity Plan – We plan to quickly recover and resume business operations after a significant business disruption and respond by safeguarding our employees and property, making a financial and operational assessment, protecting the association's records, and allowing our members and suppliers to transact business. In short, our business continuity plan is designed to permit our association to resume operations as quickly as possible, given the scope and severity of the significant business disruption.

Our business continuity plan addresses: data back up and recovery; financial and operational assessments; all mission critical systems; alternative communications with members, employees, and suppliers; and critical business constituents, bank/investments impact.

MarketLink Solutions backs up our database and website in a geographically separate area. While every emergency situation poses unique problems based on external factors, such as time of day and the severity of the disruption, we have been advised by MarketLink that its objective is to restore its own operations and be able to complete existing transactions and accept new transactions within a matter of hours.

Varying Disruptions – Significant business disruptions can vary in their scope, such as only our association, a single building housing our association, the business district where our association is located, the city where we are located, or the whole region. Within each of these areas, the severity of the disruption can also vary from minimal to severe. In a disruption to only our association or a building housing our association, we will transfer our operations to a local site when needed and expect to recover and resume business within 1 business day. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside of the affected area, and recover and resume business within 1 business day. In either situation, we plan to continue in business, and notify you through our web site at: www.ontarioplanners.on.ca. If telephone service has not been interrupted, all calls to our main line will be call forwarded to our alternate location.

For more information – If you have questions about our business continuity plan, you can contact us at 416.483.1873 or 1.800.668.1448 or by e-mailing your question to info@ontarioplanners.on.ca.