

## News Release

### Majority of Canadian Business Leaders Operating Under False Sense of Security

*Poll shows that while 75% of business executives in Canada feel personally responsible for their company's disaster preparedness, 72% admit to having no business continuity plan*

*One-in-five Canadians (21%) are not confident their company has taken the necessary steps to guarantee their safety at work*

**TORONTO – September 26, 2006** – While fully three-quarters of business executives in Canada (75%) feel personally responsible for their company's disaster preparedness and more than a third (36%) fear losing their job if they failed to protect their business in a disaster, the facts say that most Canadian business leaders aren't prepared to deal with natural or man-made disasters at the office.

#### **Canadians safety at work**

A recent Fusepoint/Leger Marketing survey reveals that when it comes to threats posed by hackers, terrorists, or even from natural disasters like blackouts and ice storms, the majority of business execs are asleep at the helm. In fact, a full 72% of business leaders currently have no disaster recovery or business continuity plan in place, and only one-in-four of Canada's full-time workforce (28%) is very confident in their company's ability to handle a disaster if one were to hit tomorrow.

Among the scant number of businesses that say they have a disaster recovery plan, less than half of those actually have a full-blown plan in place. In fact, more than one in 10 admit their disaster plan is a phone tree (12%) and another 12% don't even know what kind of program they have to deal with a disaster.

"This should be a wake-up call for all boards of directors across the country to empower their company's top executives with the resources required to ensure their business is protected from a disaster," says George Kerns, president and CEO, Fusepoint Managed Services. "With the rise in terrorist threats and natural disasters including a potential outbreak of the avian flu, Canadian companies simply cannot afford to lag behind in disaster preparedness."

#### **Our email is down...now what?**

- Not surprisingly, Canadians are an Internet- and email-dependent nation. A majority of Canadian executives (61%) say it is important for their employees to have 24/7 access to the company network.
- Unfortunately, office productivity takes a severe hit when phone, Internet or email go down at work, as more than a quarter (28%) of employees walk around the office and chat with co-workers, while one in 10 take an impromptu smoke break and another nine per cent take a stroll to the nearest coffee shop.

#### **Biggest threats to the workplace – and what Canadians are worried about**

- Interestingly, while business executives consider a man-made IT disaster like a virus or worm to be the greatest threat to their organization going forward (46%), one-in-four employees fear a pandemic outbreak to be of great concern (28%).

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- In addition, the majority of Canadians (59%) say they would not go into work if someone in the office came down with the avian flu.
- Regionally, British Columbians are more concerned about natural disasters such as tornados or floods (41%), while only 10% see terrorist attacks as a threat. Quebecers are far more likely to worry about a fire or burglary (63%) than a pandemic such as SARS or the avian flu (29%), while Ontarians fear blackouts most (55%).
- As well, nearly one-in-five Canadians (18%) think a terrorist attack is the greatest threat.

#### **Are disasters on the rise?**

- According to business executives, nearly half of all Canadian businesses (44%) have been affected by a disaster such as a power outage, IT disaster or terrorist threat.
- One-in-five business executives (21%) say they are more likely to have a disaster hit their workplace than five years ago, compared to only 10% who say it is less likely to happen now.

#### **Government gets a failing grade**

- While most Canadian workers (53%) are content that the Canadian government is doing everything it can to protect them in case of a disaster, surprisingly, Canadian businesses don't share the same sentiment. The majority of executives interviewed (61%) are not confident that the government has their company's best interest at heart in case of a disaster.

#### **About the survey**

The online surveys were conducted for Fusepoint Managed Services by Leger Marketing, the sole Canadian representative of the Gallup International Association, between Sept. 1 and Sept. 11, 2006, with a representative sample of 520 Canadian senior-level business decision makers, and with 1,001 full-time Canadian employees. The executive survey is considered accurate within +/- 4.3 per cent, 19 times out of 20, while the employee survey has a margin of error of +/- 3.1 per cent, 19 times out of 20.

#### **About Fusepoint Managed Services**

Fusepoint Managed Services is the leading provider of managed IT services and infrastructure for companies running mission-critical business applications. Fusepoint's technical experts and world-class data centres ensure the continuity of our clients' businesses. We protect their networks, data and applications against unforeseen disasters and malicious threats while reducing their operational costs and safeguarding their corporate reputation.

Built on a foundation of unrivaled technical expertise and proven operational processes, Fusepoint's managed IT solutions are SLA-guaranteed, scalable and designed to reduce IT cost structures while mitigating risk of service disruption. Fusepoint is SAS 70 and CICA 5900 compliant. Picked as a "company to watch" by IDC Canada, Fusepoint maintains a national network of state-of-the-art data centres and offices strategically located in Toronto, Vancouver, Montreal and Quebec City. For more information please visit [www.fusepoint.com](http://www.fusepoint.com).

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