

Jessanol Ltd – Business Continuity Policy

1. Policy Statement

Jessanol is committed to maintaining continuity of service and minimising disruption wherever reasonably possible.

As a digital-first business, we recognise the importance of dependable communication, secure systems and sensible contingency planning to support clients, learners and partners.

2. Our Approach

We take a proportionate approach to business continuity, suitable for the size and nature of our operations.

Our aim is to respond quickly, communicate clearly and restore normal service as efficiently as possible should disruption occur.

3. Potential Disruption Risks

Examples may include:

- temporary technology failure
 - internet or power outage
 - illness or unexpected absence
 - third-party platform disruption
 - cyber or security incident
 - severe weather or travel disruption
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4. Continuity Measures

Jessanol seeks to reduce risk through measures such as:

- use of reputable cloud-based systems and platforms
- secure remote working capability

- digital document storage and backups where appropriate
 - flexible online delivery methods
 - advance project planning and milestone management
 - use of trusted associates or alternative support where appropriate
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5. Incident Response

Where disruption materially affects delivery, Jessanol will:

- assess the issue promptly
 - communicate with affected clients as soon as practical
 - provide revised timescales or alternatives where needed
 - take reasonable steps to restore service quickly
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6. Review and Improvement

Following significant disruption, we will review lessons learned and make sensible improvements to reduce future risk.

7. Responsibility

Responsibility for this policy sits with Jessanol leadership.

8. Review of Policy

This policy will be reviewed annually or as required.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: 21/4/26

Next Review: 21/4/27