

BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN

1. Purpose

This Business Continuity and Disaster Recovery Plan outlines how Carver Coaching Ltd will maintain or restore services in the event of disruption.

The objective is to ensure continuity of service delivery to clients and to protect data, reputation and contractual commitments.

2. Scope of Potential Disruptions

This plan addresses potential disruption including:

- Illness or unavailability of the Director
- Associate unavailability
- IT system failure
- Cyber incident
- Loss or theft of equipment
- Major external disruption (e.g. transport failure, severe weather)

3. Leadership and Responsibility

The Director retains overall responsibility for business continuity planning and activation of this plan.

4. Operational Continuity

4.1 Associate Delivery Model

Carver Coaching Ltd operates with a network of qualified Associate coaches.

In the event that a coach becomes unavailable:

- A suitably qualified Associate may be identified to continue delivery (subject to client agreement).
- Handover arrangements will ensure continuity of objectives and contractual obligations.

4.2 Director Unavailability

In the event of temporary Director unavailability:

- Operational delivery continues through pre-scheduled Associate arrangements.
- Clients will be informed of any material impact.

- Essential communications will be prioritised.

5. IT and Data Continuity

Carver Coaching Ltd maintains the following safeguards:

- Cloud-based secure storage (Microsoft 365 / OneDrive / SharePoint).
- Encrypted devices with multi-factor authentication.
- Automatic cloud backup systems.
- Secure remote access capability.

In the event of device failure:

- Data can be accessed securely from replacement devices.
- Devices can be remotely wiped where required.

Cyber incidents will be managed in line with the Information Security Policy.

6. Communication

In the event of significant disruption:

- Clients will be informed promptly of any impact.
- Alternative delivery arrangements (virtual sessions, rescheduling, substitute Associate) will be proposed where appropriate.

7. Remote Delivery Capability

A significant proportion of services can be delivered virtually. This provides resilience in the event of:

- Travel disruption
- Site access issues
- Environmental incidents

8. Review and Testing

This plan is reviewed annually.

Lessons learned from any disruption will inform continuous improvement of resilience arrangements.

The Director retains overall responsibility for this policy.
This statement will be reviewed and updated every year .

Signed:



Name: LISA MARTIN, MANAGING DIRECTOR OF CARVER COACHING LTD

Dated: January 11th, 2026

Next Review: January 2027