

Business Continuity Plan Summary

Our Commitment

At Jenny Garrett Global (Reflexion Associates Limited), we're committed to delivering sustainable impact – including when unexpected events occur. This summary outlines how we maintain service delivery during disruptions.

Our Business Model

As a training and coaching consultancy, our business model has resilience built in:

- Remote-first working means we're not dependent on any single location
- A network of associate facilitators provides flexibility and cover
- Cloud-based systems allow access from anywhere
- Virtual delivery is well-established as an alternative to face-to-face

Key Risks and Responses

Facilitator Unavailability

If a facilitator is unable to deliver a scheduled session, we have a pool of qualified associates who can step in. We brief facilitators on each other's programmes to enable cover at short notice.

Technology Failure

Our data is backed up regularly and stored securely in the cloud. We use established, reliable platforms. If our primary systems fail, we have alternative ways to communicate with clients and deliver services.

Venue Unavailability

If a venue becomes unavailable, we can switch to virtual delivery at short notice. For face-to-face sessions, we work with clients to identify alternative venues.

Key Person Absence

Critical processes and client relationships are documented. Multiple team members have access to key systems. Our associate model means we're not dependent on any single individual.

Communication

In the event of a disruption affecting client services, we'll communicate promptly and clearly about any impact and our plans to resolve it.

Emergency Contacts

Jenny Garrett: jenny@jennygarrett.global

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Review

We review our business continuity arrangements annually and after any significant incident.

Signed: Jenny Garrett OBE

Date: December 2025

Next review: December 2026