

lexia
Education Services
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Business Continuity Plan Policy

Lexia Education Services Ltd
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Bristol
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Date of implementation: 2nd September 2025
Date of Review: 2nd September 2026 (reviewed annually)
Date of Next Review: 2nd September 2027

Policy Statement

The purpose of this policy is to ensure that Lexia can deliver a plan designed to continue to meet its aims in the event of a major incident which threatens personnel, premises or the operational structure of the service and requires special measures to be taken to restore a normal service.

- Ensures a minimal impact on education for the students and to make sure that normal working arrangements are in place as soon as possible.
- Prioritise the high standards of welfare and safeguarding arrangements for students, staff, and parents/carers.

An emergency is any event that causes, or has the potential to cause, injury, loss of life, damage to physical or digital property or significant business disruption.

Lexia has an obligation to staff and students to continue to provide services in a safe environment in the event of an emergency.

The Directors of Lexia are ultimately responsible for all business continuity planning, systems and training. They are also responsible for approving any updates, changes or revision to business continuity policy. However, all employees share responsibility for the successful deployment of the Business Continuity plan, in the case of an emergency event.

Lexia will take reasonable precautions to reduce disruption to delivery, caused by emergency or incident, insofar as is reasonably foreseeable.

Lexia's Insurance (Simply Business) covers the following in relation to continuity of services

- Direct costs of any tangible documents needed for business which are lost, damaged or destroyed
- The costs of replacing locks

- Costs and replacement in the event of Storm, Flood or Escape of water, Fire, Accidental damage, theft
- Temporary fix of windows, doors
- Personal effects of employees or visitors at the premises
- Costs of reconstituting documents and electronic data which have been lost or destroyed

Management of staff shortage/skills shortage

Loss of staff is considered a generic threat to operations. The spread of a virus capable of impacting on operational service delivery is now a genuine and serious concern.

In the event of mass staff illness, Lexia will shut the office to all staff with temporary home working replacing office working.

Lexia will also

- Use temporary staff (including internal bank of mentors)
- Use multi skilled job sharing. Making sure staff who are well equipped of fulfilling other job roles are doing so.

Other Threats

The following other threats are considered:

- Cyber Attack
- Data Breach
- Phone and ICT Communications Loss
- Bad weather - prolonged
- Terrorist attack or threat
- Finance Process Breakdown – payments to staff & suppliers fail
- Utilities / Energy Supply failure
- Fire
- Evacuation due to nearby incident

Loss of IT and/or Communications

- Contact will be made with IT Services regarding impact on IT and communications infrastructure
- Regular back up of all data, student information is stored securely in the cloud.

Key contacts and roles

Business Continuity Team: team responsible for managing the response to disruptions.

Team Leader: Sophia Hughes

- Responsibilities: Overall activation and management of the BCP.

Communications Coordinator: Maddie Westhoff

- Responsibilities: Managing communication with staff, students, parents, and other stakeholders.

IT/Tech Lead: Jed Creswick Willis

- Responsibilities: Ensuring continuity of IT services and data recovery.

Incident response and recovery

Response procedures:

- **Communication:** Lexia will use pre-defined channels to communicate with staff, students, and parents. This can include email, SMS, or website announcements.
- **Safety:** Lexia will prioritize the safety of staff and students and have clear evacuation procedures, where applicable
- **Documentation:** Lexia will start and maintain a log of key decisions, actions, and expenses for insurance claims and post-incident review.
- **Incident Assessment:** The Team Leader and IT/Tech Lead will assess the scale of the incident to determine the level of response required.
- **Team Mobilization:** The Business Continuity Team will be assembled and assigned specific tasks.

Recovery strategies:

The purpose of this Business Continuity policy is to make sure that the vital function of business is returned to a functioning status as soon as possible. This may involve activating one or more of the business continuity strategies to enable alternative ways of working.

- **Remote operations:** Move tutoring sessions (if applicable) and administrative tasks online. Ensure tutors and staff have the necessary equipment.
- **Data recovery:** Restore critical data from secure backups.
- **Alternative communication:** Use a temporary phone number, messaging app, or social media for essential communication if normal channels are down.
- **Financial recovery:** Track all incident-related costs and liaise with insurance provider.

Maintenance and review

- **Testing and exercises:** Lexia will regularly test the plan through drills and simulations to identify any weaknesses.
- **Post-incident review:** After a real incident or test, Lexia will conduct a debriefing to document lessons learned and update the plan.