Business continuity policy

Owner: the Director **Last reviewed:** November 2026

Review cycle: at least annually

Purpose

This policy sets out how Komos Solutions Ltd (“the Company”) prepares for, responds to and recovers from disruption, so that it can continue to deliver services to clients and protect client information.

Scope

This policy covers the Company's people, information, IT systems, suppliers and client commitments.

Responsibilities

The Director is responsible for business continuity planning, for leading the response to a disruptive incident and for communicating with clients.

Key risks considered

- Loss of IT equipment, systems or data, including through cyber attack
- Failure of a key supplier or cloud service
- Loss of access to a place of work
- Unavailability of key people through illness or other causes

Arrangements

- **Cloud-based working.** Core business systems are cloud-based and can be reached securely from alternative devices and locations.
- **Backups.** Important data is backed up regularly to a separate location, with backups protected from ransomware and periodically test-restored.
- **Replacement equipment.** Devices can be replaced and securely rebuilt quickly.
- **Cover for people.** Trusted associates can be called on to maintain service if key people are unavailable, subject to client agreement and confidentiality obligations.

- **Documentation.** Client work is documented so that it can be picked up by others if needed.
- **Cyber incidents.** Security incidents are handled under the information security policy.

Communicating with clients

If a disruption affects a client's service, the Company will tell the client promptly, explain the impact and the recovery plan, and keep them updated until normal service resumes.

Testing and review

Business continuity arrangements, including backup restores, are tested periodically. This policy is reviewed at least annually and after any significant incident.

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