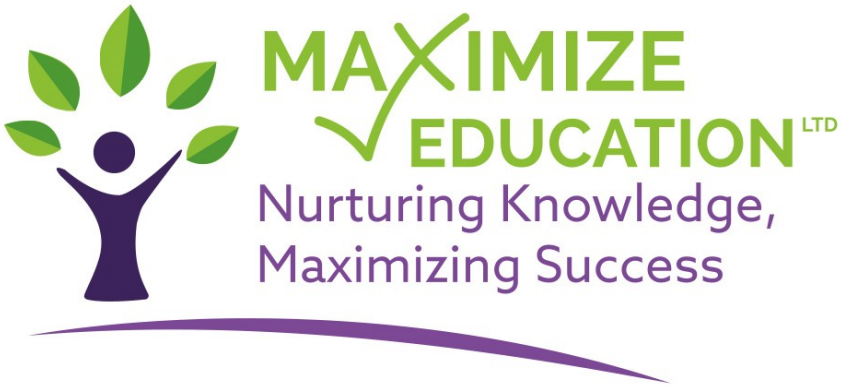
Business Continuity Plan



Business Name: MAXIMIZE EDUCATION LTD

Address: 9 TELFORD COURT, LOANSDEAN, MORPETH. NE61 2DB

Web/email/telephone: www.maximizeeducation.com

admin@maximizeeducation.com

maximizeeducation@gmail.com infomaximizeeducation@gmail.com
financemaximizeeducation@gmail.com hrmaximizeeducation@gmail.com
maximizetutors1@gmail.com

This Business Continuity Plan (BCP) is an internal operational document that is constantly monitored and updated to reflect our on-going business needs.

The person with overall responsibility for our BCP is CHRISTINE JAMIESON

This BCP was last tested on 9.11.2026.

This BCP has been distributed to GENERAL MANAGER : JOE BRIDDON

BUSINESS ADMINISTRATOR : AMAN KANG

Copies of this BCP are held at 9 TELFORD COURT LOANSDEAN MORPETH NE61 2DB

7, NURSERY MEWS, MORPETH. NE61 2AR.

Our off-site recovery location is ARDEN HOUSE REGENT CENTRE GOSFORTH

Our premises were last tested for fire safety on 01.07.2026.

Our emergency evacuation procedures were last tested on 9.11.2026.

Our security system was last tested on 9.11.2026.

Potential Incidents:

It is useful to set out at the beginning of the BCP what all the potential risks to the business are and in each case what the level of risk is. How the business approaches the rest of this BCP will very much depend upon what the perceived level of risk is for each potential incident.

The following potential incidents could impact our business:

1. Cyber & Data Security Incidents

Impacting PandaDoc, Go Cardless, Email addresses, virtual classrooms.

- Data Breaches – unauthorised access to sensitive student, parent or employee records
- Ransomware Attacks – Malware that locks down the servers, digital learning platforms or administrative systems
- Phishing & Social Engineering, e.g. fraudulent emails
- Platform outage, e.g., virtual classrooms

2. Physical Safety & Health Incidents

- On-premises accidents
- Severe Weather & Natural Disasters
- Public Health Crises
- Security Breaches

3. Compliance & Legal Incidents

- Regulatory Violations – GDPR, Safety Regulations, Commissioning Body Compliance
- Safeguarding & Abuse Failures – violations of duty of care
- Visa & immigration Issues – Staff Recruitment
- Contractual Disputes

4. Reputational Incidents

- Public Scandals
- Negative Social Media Virality
- PR Mismanagement -escalation of minor incidents into mainstream media

5. Financial & operational Incidents

- Sudden enrolment drop – macroeconomic downturn, new local competitors, changes in local authority commissioning policy, changes in national-level education policy.

- Key Talent Loss-

- Departure of critical Educators or Executive Leadership – specifically CEO and General Manager.

Business Impact Analysis:
To prepare your business to cope with the effects of an incident (those listed above), set out below is a Business Impact Analysis (BIA) that identifies a business' key products and services and how each would be impacted in the event of an incident within particular critical time frames.

Key Product(s) & Service(s)	**ALTERNATIVE PROVISION & SUPPORTIVE PROVISION EXAMINATION CENTRE**

Effect on Service: 1. CYBER & DATA SECURITY INCIDENTS

Time Frame	**Effect on Service OF CYBER & DATA SECURITY INCIDENT**
First hour	
First 24 hours	
24-48 hours	
Up to 1 week	
Up to 2 weeks	
Beyond 2 weeks	

Resources required for recovery:

Time Frame	**Resources Required (staff, documents, IT etc)**	**Relocation required?**
First hour		
First 24 hours		
24-48 hours		
Up to 1 week		
Up to 2 weeks		
Beyond 2 weeks		

A Business Impact Analysis such as above will need to be done for each potential incident that the business identifies as the effect on service will be different for each incident.

Recovery Action Plan

Based on the above BIA, the tasks that the business will need to do in order to recover and within what time frame, should be listed here.

Task	Detail	Instructions/Contact Numbers	Completed (?)
First hour • • •			
First 24 hours • • •			
24-48 hours • • •			
Up to 1 week • • •			
Up to 2 weeks • • •			
Beyond 2 weeks • • •			

Staff Contact Details

It is useful to have a full list of all staff contact details in the event of an incident.

Name	Home Address	Email	Mobile Tel Number	Home Tel Number
CHRISTINE JAMIESON	**7 Nursery Mews Morpeth**	**Christinevjamieson@gmail.com**	**07983425115**	
JOE BRIDDON				
AMAN KANG				
AMANDA LITTLE	**1 Nursery Mews Morpeth**			
AMS				
ODOI ASARE				
CHRIS WOGAN				
LISA PIERCY				
HAEMIN AZIZ				
VEEMALAH REID				

Key staff – roles & responsibilities

In the event of a specified incident certain key staff should be assigned specific roles & responsibilities. This should be recorded below. In order to make sure that the relevant staff are fully up to date in their assigned role(s), they should receive relevant training and this should also be recorded below.

Name	Role	Responsibility	Date relevant training last received
CHRISTINE JAMIESON	**CEO / DIRECTOR**	**COMPLIANCE & LEGAL INCIDENTS** **FINANCIAL & OPERATIONAL INCIDENTS** **PHYSICAL SAFETY & HEALTH INCIDENTS**	
JOE BRIDDON	**GENERAL MANAGER**	**PHYSICAL SAFETY & HEALTH INCIDENTS** **COMPLIANCE & LEGAL INCIDENTS** **FINANCIAL & OPERATIONAL INCIDENTS**	
AMAN KANG	**BUSINESS ADMINISTRATOR**	**CYBER & DATA SECURITY**	
AMS	**SOFTWARE CONSULTANTS**	**CYBER & DATA SECURITY**	
AMANDA LITTLE	**PUBLIC RELATIONS OFFICER**	**REPUTATIONAL INCIDENTS**	

Business contact details – suppliers & customers

Identifying key customers and suppliers is critical to business continuity planning. Their contact details should be set out below.

Supplier/customer	Company	Contact Details
NORTHUMBERLAND COUNTY COUNCIL	**LOCAL AUTHORITY**	
NEWCASTLE CITY COUNCIL	**LOCAL AUTHORITY**	

Alternative Supplier Details

In the event that the supply chain to critical goods is interrupted, the business must be able to quickly identify alternative supply sources. These should be set out below.

Company	Details of goods supplied	Contact Details
UMW www.utilitymarketwatch.com	**GAS/ ELECTRIC**	**PAIGE WHITMORE** 0116 473 7231 paige@utilitymarketwatch.com

Other useful telephone numbers (for example utility companies)

In the event of an incident it is useful to have contact details of for example, utility companies, quickly to hand. This will enable the business to get up and moving whether at its own location or a different location as quickly as possible.

Company/Account Details	Contact	Telephone Number(s)
BRITISH GAS	**BGB724649 ELECTRICITY** **BGB724651 GAS**	**105** **0800 111 999**

BT		**0800 800 152**
AMS	**ANDREW SIMMS**	**01670 531333**
NORTHERN TRUST	**BARRY NELSON**	**0191 221 1999**
AIMS ACCOUNTANTS	**KEITH BLACKETT**	**07833 415575**
EVERFLOW	**EFW355773-0**	**0330 660 0137**
IONOS		**0330 336 5691**
ICO	**ZB582674**	

Insurance Details

This section of the BCP will help the business focus on whether it has sufficient insurance in place given the nature of the potential incidents it has highlighted at the beginning of the BCP and the details of its policies for when it needs to contact insurers following an incident.

Company	**Contact**	**Telephone Number(s)**	**Policy Details**
HISCOX INSURANCE	**PL-PSC10002984628/09**	**0800 247 1902**	

Back-up information/equipment register

This is one of the key sections of the BCP where the business sets out what information and equipment is critical to the functioning of the business, how that information is stored and backed-up. This register should also list where its Emergency Pack is kept and what it contains.

IT records/back-up details/data location	Z DRIVE ONE DRIVE
Critical documents records/information location	**Z DRIVE** **COMMISSIONING INSPECTION** **FINANCE** **ALTERNATIVE PROVISION** **SUPPORTIVE PROVISION** **ONE DRIVE** **financemaximizeeducation@gmail.com** **hrmaximizeeducation@gmail.com** **infomaximizeeducation@gmail.com**
Asset register/inventories/key equipment records	**ONE DRIVE** **Financemaximizeeducation @gmail.com**
Emergency Pack contents & location	**Z DRIVE** **9 TELFORD COURT LOANSDEAN MORPETH NE612DB** **CONTINGENCY DOCUMENT**

Additional Notes
Any other additional information should be inserted here.

We will review and update our business continuity plan in ANNUALLY

Include any additional notes here: