



## Business Continuity Plan Summary

---

### Our Commitment

At Novi (Forward Ladies Limited), we're committed to delivering our programmes, events and coaching reliably — including when unexpected events occur. This summary outlines how we maintain service delivery during disruptions.

### Our Business Model

Our business model has resilience built in:

- A network of associate facilitators, speakers and coaches provides flexibility and cover
- Cloud-based systems allow access to client and business data from anywhere
- Virtual delivery is a well-established alternative to face-to-face for coaching and workshops
- Data and business-critical information aren't tied to a single device

### Key Risks and Responses

#### Facilitator or Associate Unavailability

If an associate is unable to deliver a scheduled session, we draw on our wider pool of qualified facilitators, speakers and coaches to provide cover. Where practicable, associates delivering similar programmes are briefed on each other's work to support cover at short notice.

#### Technology Failure

Our data is backed up regularly and stored securely in the cloud, using established, reliable platforms (see our Cyber Security & Data Protection Policy). 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 coaching and many workshops. For face-to-face sessions and events (including the annual Novi Awards), we work with clients, sponsors and venues to identify alternative dates or locations, and key event contracts include agreed cancellation and rescheduling terms.

#### Key Person Absence

Novi (Forward Ladies Limited) is supported by a network of associates and contractors who can step in to deliver programmes, coaching, workshops and events, so delivery isn't dependent on any one individual. Critical processes, contracts and client relationships are documented and held in cloud-based systems accessible beyond any single device. As a small business, ultimate ownership and decision-making sits with the director, and we continue to strengthen documented processes and associate relationships to support continuity in her absence.

### 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 Contact

Griselda Togobo: griselda.togobo@wearenovi.com

## Review

This summary is reviewed at least annually by Griselda Togobo, and after any significant incident.

---

Approved by: Griselda Togobo      Date: 12 August 2026