



Business Continuity Plan

Mentalia Locums Ltd

Mentalia Locums LTD

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Purpose

Mentalia Locums Ltd is committed to maintaining continuity of service to clients and candidates in the event of disruption to normal business operations. This plan outlines the steps taken to ensure critical business functions can continue during unexpected events.

Key Business Activities

Critical functions include:

- Client communication and relationship management
 - Candidate sourcing and onboarding
 - Compliance and data management
 - Payroll and invoicing coordination
 - IT systems and communication platforms
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Remote Working Capability

Mentalia Locums operates cloud-based systems that enable full remote working capability.

In the event of office disruption, staff can continue operations from alternative locations using secure remote access.

IT Systems & Data Protection

- All key systems are cloud-based and protected by secure access controls
 - Data is backed up and stored securely in accordance with UK GDPR
 - Cyber Essentials controls are in place to protect systems and information
 - Secure password and access management procedures are enforced
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Loss of Key Personnel

In the event of illness or absence of key personnel:

- Business-critical information and system access is securely documented
 - External partners (accountants, back-office provider and IT support) provide continuity support
 - Clients will be informed promptly of any potential disruption
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Communication Plan

In the event of disruption:

- Clients and candidates will be informed as soon as reasonably practicable
 - Email and mobile communications will remain operational
 - Alternative communication channels will be used if primary systems are unavailable
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Review

This Business Continuity Plan will be reviewed annually or following any major operational change.

Signed:



Mr Richard Coggins
Managing Director, Mentalia Locums Ltd
Date: 20th January 2026