

Service Definition

What is Our Sustainability Engagement Platform?

Since 2011, Team Jump has delivered fully managed, incentive-based engagement services that help organisations motivate people to take positive action for sustainability and wellbeing. The service enables public sector and large organisations to engage employees, students, and residents in measurable behaviour change aligned with Net Zero, ESG, and organisational objectives.

Team Jump provides bespoke, white-labelled digital engagement platforms supported by dedicated programme and communications management. The service combines gamification, tailored content, rewards, and impact reporting to drive sustained participation and deliver measurable environmental and social outcomes.

Further information is available at www.teamjump.co.uk.

Service Features

- Fully white-labelled web and mobile engagement platform
- Custom layout, branding, and programme design
- Dedicated Programme Manager and Communications Manager
- Tailored digital communications and engagement campaigns
- Quarterly service and performance reviews
- Custom sustainability actions and content
- Library of 350+ configurable actions
- Performance Management and Impact Reporting Dashboard
- Carbon Calculator for relevant activities
- Activity Feed and social engagement features
- Integration with Microsoft Teams and Slack
- Custom rewards and incentives
- User support services
- Typical implementation timeframe of 8–10 weeks

Data Backup, Restore, and Disaster Recovery

Team Jump's service is designed with resilience, data protection, and continuity in mind.

Data Backup

Automated daily backups are performed for server and file storage data. Backups are

monitored for completion, encrypted in transit and at rest, and stored securely in UK-based cloud environments. Access to backups is restricted solely to restoration purposes.

Data Restore

Team Jump operates defined recovery processes to restore customer data and service availability within agreed objectives. The Recovery Point Objective (RPO) is 24 hours and the Recovery Time Objective (RTO) is 4 hours. In the event of service disruption, restoration is planned within four hours.

Disaster Recovery

Business continuity and disaster recovery plans are in place and tested at least every six months, or following significant changes to processes or infrastructure.

Onboarding and Offboarding Support

Team Jump provides a fully managed onboarding process, led by a dedicated Programme Manager. This includes programme configuration, branding, content customisation, and provision of communications toolkits to support internal promotion.

At contract end, users are informed of service closure. Access to the platform and mobile application is suspended, and customer data is made available for export if required. Onboarding and offboarding activities are included within the service cost.

Service Constraints

The web platform is fully customised for each organisation while retaining core features such as impact tracking, dashboards, action centres, leaderboards, and activity feeds. These core components can be configured to align with organisational requirements.

Service Levels

Team Jump provides dedicated Programme and Communications Managers during standard working hours, alongside customer support services. The service guarantees **99.5% uptime and availability**, excluding planned maintenance.

After-Sales Support

Team Jump works continuously with customers to optimise engagement, reporting, and outcomes. Platform configuration, sustainability actions, rewards, reporting, and

communications are refined over time. Formal quarterly review meetings are held to assess performance and future requirements.

Technical Requirements

The service has no specific technical requirements. It supports modern web browsers and mobile devices running:

- Android OS 12 or above
- iOS 14 or above

Hosting and Data Location

The service is hosted in secure, UK-based cloud data centres. Infrastructure includes load balancing and scalable cloud servers to support demand. Each customer operates within an isolated environment, ensuring data separation and security.

Access to Data on Exit

Customer data can be provided in CSV format on request. Users can access and view their personal data through their account area. Downloadable copies can be requested via Team Jump's support service.

Security

Team Jump operates comprehensive information security policies covering access control, data protection, incident management, configuration and change management, and risk assessment. Controls include restricted administrative access, firewalls, encryption of data in transit and at rest, vulnerability management, and regular security reviews.

Customer data is stored in UK-based, SOC 2–certified data centres and encrypted using industry-standard encryption methods. Staff and suppliers with access to systems are subject to appropriate checks and multi-factor authentication.