

CLEANING

Business Continuity Plan Template

WHAT A BUSINESS CONTINUITY PLAN IS USED FOR:

A Business Continuity Plan (BCP) outlines strategic steps to maintain cleaning and sanitation services during disruptions or emergencies. This plan covers the necessary procedures, resources, and equipment to maintain and protect the health and safety of employees, customers, or clients.



EVERY BUSINESS CONTINUITY PLAN SHOULD INCLUDE:

BCP TEAM

Key personnel responsible for the BCP

BUSINESS IMPACT ANALYSIS (BIA)

The effects of disruptions on critical business functions

RISK MITIGATION

Potential risks and threats to the business

DOWNLOAD THE TEMPLATE

This Cleaning Business Continuity Plan Template is a comprehensive framework to help cleaning companies prepare for and respond to unexpected disruptions. It ensures continuity of services while protecting the health and safety of employees and clients and mitigating the impact of emergencies on a cleaning business.



BUSINESS CONTINUITY PLAN TEAM

A Business Continuity Plan (BCP) team is a group of key personnel responsible for developing, implementing, and maintaining the business continuity plan to ensure that critical operations can continue during and after a disruption.

Roles and Responsibilities:

Role: BCP Team Leader

- **Name:** [Team Leader Name]
- **Responsibilities:**
 - Oversee the development, implementation, and maintenance of the BCP.
 - Coordinate with all team members and ensure effective communication.
 - Make critical decisions during a disruption.
 - Report to senior management on BCP status and actions.

Role: BCP Coordinator

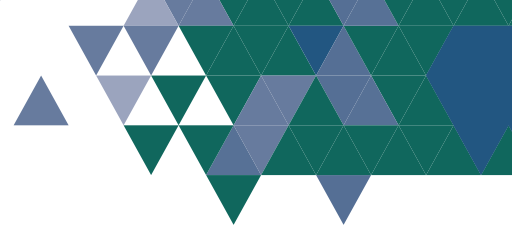
- **Name:** [Coordinator Name]
- **Responsibilities:**
 - Assist the BCP Team Leader in plan development and execution.
 - Ensure all team members are trained and aware of their roles.
 - Maintain and update the BCP documentation.
 - Coordinate training and testing activities.

Role: Operations Manager

- **Name:** [Operations Manager Name]
- **Responsibilities:**
 - Ensure continuity of cleaning services and operations during disruptions.
 - Identify critical business functions and prioritize their recovery.
 - Allocate resources to maintain operations.

Role: IT Manager

- **Name:** [IT Manager Name]
- **Responsibilities:**
 - Ensure IT systems and infrastructure are protected and can be restored quickly.
 - Implement data backup and recovery procedures.
 - Coordinate with external IT service providers if necessary.



Role: Human Resources Manager

- **Name:** [HR Manager Name]
- **Responsibilities:**
 - Communicate with employees regarding their roles and responsibilities during a disruption.
 - Ensure employee safety and well-being.
 - Manage any changes in staffing requirements during a disruption.

Role: Communications Officer

- **Name:** [Communications Officer Name]
- **Responsibilities:**
 - Develop and implement the communication plan.
 - Ensure timely and accurate information is shared with employees, clients, and stakeholders.
 - Manage media relations and public statements.

Role: Facilities Manager

- **Name:** [Facilities Manager Name]
- **Responsibilities:**
 - Ensure the physical security of the premises.
 - Coordinate with local authorities and emergency services.
 - Manage access to the facilities during a disruption.

Role: Finance Manager

- **Name:** [Finance Manager Name]
- **Responsibilities:**
 - Monitor and manage the financial impact of the disruption.
 - Ensure availability of funds for emergency expenditures.
 - Report financial status to senior management.

[Add As Needed] Role: Additional Team Members

- **Name:** [Additional Member Name]
- **Responsibilities:**
 - [Custom Responsibilities]



Contact Information:

- Emergency Contact List:**

BCP Team Leader:	
[Phone Number]	[Email Address]

BCP Coordinator:	
[Phone Number]	[Email Address]

Operations Manager:	
[Phone Number]	[Email Address]

IT Manager:	
[Phone Number]	[Email Address]

Human Resources Manager:	
[Phone Number]	[Email Address]

Communications Officer:	
[Phone Number]	[Email Address]

Facilities Manager:	
[Phone Number]	[Email Address]

Finance Manager:	
[Phone Number]	[Email Address]

Additional Member:	
[Phone Number]	[Email Address]



BUSINESS IMPACT ANALYSIS

A *Business Impact Analysis (BIA)* identifies and evaluates the effects of disruptions on critical business functions and processes. A BIA helps prioritize operations, determine acceptable downtime, and develop effective strategies to maintain continuity and minimize losses during emergencies.

Critical Business Functions

- **Identification:**

- List all cleaning services and operations.
- *Example: Hospital sanitation services: Ensuring hospitals are clean and safe for patients and staff.*
- [Critical Service/Operation 1]
- [Critical Service/Operation 2]
- [Critical Service/Operation 3]

- **Prioritization:**

- Rank each service and operation based on their importance to the business.
- *Example: Hospital sanitation services: High Priority due to their critical role in patient health and safety.*
- [Priority Level for Critical Service/Operation 1]
- [Priority Level for Critical Service/Operation 2]
- [Priority Level for Critical Service/Operation 3]

Impact Assessment

- **Evaluate Impact:**

- Assess how disruptions might affect each critical business function.
- *Example: Disruption could result in increased infection risks, impacting patient health and hospital reputation.*
- [Impact on Critical Service/Operation 1]
- [Impact on Critical Service/Operation 2]
- [Impact on Critical Service/Operation 3]

- **Acceptable Downtime:**

- Determine the maximum acceptable downtime for each critical function before it significantly impacts the business.
- *Example: Maximum of 2 hours, as prolonged downtime can pose severe health risks.*
- [Acceptable Downtime for Critical Service/Operation 1]
- [Acceptable Downtime for Critical Service/Operation 2]
- [Acceptable Downtime for Critical Service/Operation 3]



RISK MITIGATION

Risk mitigation identifies potential risks and threats to the business and implements measures to prevent or minimize their impact. Proactively addressing risks can help businesses avoid disruptions or reduce their severity, ensuring continuity of operations and protecting the health and safety of employees and clients.

Risk Identification

- **Identify Potential Risks and Threats:**
 - List all possible risks and threats that could disrupt business operations.
 - *Example: Such as floods, earthquakes, or hurricanes that could damage facilities and equipment.*

Preventative Measures

- **Outline Measures to Mitigate Identified Risks:**
 - Describe steps and actions taken to prevent or reduce the impact of each identified risk.
 - *Example: Implementing flood barriers, securing equipment, and establishing an emergency response plan to ensure quick recovery.*



BUSINESS CONTINUITY STRATEGIES

Business continuity strategies focus on maintaining essential operations and effectively allocating resources during disruptions. They outline the concrete steps a business will take to provide critical services and ensure resources are available and used efficiently.

Continuity of Operations

- **Strategies to Maintain Critical Cleaning Services During Disruptions:**
 - Develop specific strategies to ensure that key cleaning services can continue without interruption.
 - *Example: Deploying mobile cleaning units to service clients if the main facility is inaccessible or damaged.*

Resource Allocation

- **Identify Necessary Resources and Allocate Them Effectively:**
 - Determine the resources required to support continuity strategies and ensure they are available and allocated appropriately.
 - *Example: Assembling and distributing emergency supply kits with essential cleaning products, protective equipment, and tools to teams in various locations.*



THE BUSINESS CONTINUITY PLAN

The Business Continuity Plan (BCP) encompasses a business's detailed procedures and actions to activate and execute its continuity strategies during a disruption. This section provides a clear, actionable roadmap for maintaining operations, ensuring effective communication, and coordinating with emergency contacts.

Activation and Execution

- **Define the Steps to Activate the BCP:**
 - Specify the triggers and procedures for activating the BCP.
 - *Example: [Activation Steps] - When a disruption occurs, the BCP Team Leader assesses the situation and decides whether to activate the BCP. This is followed by notifying all team members and initiating the predefined action steps.*
- **Provide a Detailed Action Plan for Maintaining Operations:**
 - Create a step-by-step plan to ensure that critical operations continue during a disruption.
 - *Example: Shift operations to secondary locations, deploy mobile units, ensure all teams have access to emergency supply kits, and implement remote working procedures for administrative staff.*

Communication Plan

- **Outline Communication Strategies with Employees, Clients, and Stakeholders:**
 - Develop a communication plan to keep everyone informed and updated during a disruption.
 - *Example: Use multiple communication channels (email, text messages, and phone calls) to update employees, clients, and stakeholders about the situation and the steps to address it.*

Emergency Contacts

- **List Emergency Contacts and Relevant Authorities:**
 - Provide a comprehensive list of emergency contacts and relevant authorities to coordinate efforts and seek assistance if needed.
 - *Example: Include contact information for local emergency services, utility companies, key suppliers, and backup service providers.*
 - [BCP Team Leader]: [Phone Number], [Email Address]
 - [Local Fire Department]: [Phone Number]
 - [Local Police Department]: [Phone Number]
 - [Primary Supplier]: [Phone Number], [Email Address]
 - [Backup Service Provider]: [Phone Number], [Email Address]



TRAINING

Training ensures that all employees are familiar with the Business Continuity Plan (BCP) and can execute their roles effectively during a disruption. Developing comprehensive training programs and ongoing awareness campaigns keep staff informed and prepared.

Training Programs

- **Develop Training Programs for Employees on BCP Procedures:**
 - Create detailed training modules to educate employees about their specific roles and responsibilities within the BCP.
 - *Example: Conduct workshops and simulation exercises where employees practice activating the BCP, using emergency equipment, and following the communication plan.*

Awareness Campaigns

- **Conduct Regular Awareness Campaigns to Keep Staff Informed:**
 - Implement continuous awareness initiatives to ensure employees stay updated on any changes to the BCP and remain prepared for potential disruptions.
 - *Example: Regularly distribute newsletters, hold quarterly meetings, and use internal communication platforms to share updates, tips, and best practices related to business continuity.*



TESTING AND UPDATING

Regular testing and updating of the Business Continuity Plan (BCP) are essential to ensure its effectiveness and relevance. Focus on scheduling consistent tests to validate the plan and establishing a review process to keep the plan current with evolving business needs and external conditions.

Testing the Plan

- **Schedule Regular Testing of the BCP Through Drills and Simulations:**
 - Plan and conduct drills and simulations to test the effectiveness of the BCP and the readiness of the team.
 - *Example: Schedule quarterly simulation exercises where the BCP team and other relevant employees practice responding to a mock disruption, followed by a debrief to identify strengths and areas for improvement.*

Review and Update

- **Establish a Process for Regular Review and Updating of the BCP:**
 - Create a structured process for periodically reviewing and updating the BCP to ensure it remains aligned with the current business environment and any regulatory changes.
 - *Example: Conduct bi-annual reviews of the BCP, involving key stakeholders to assess the plan's effectiveness, incorporate feedback from recent tests, and update procedures and contact information as necessary.*



APPENDICES

The appendices provide supplementary information and tools to support implementing and understanding the Business Continuity Plan (BCP). Include a glossary of terms, templates, and forms that offer practical resources for executing the plan.

Glossary of Terms

- **Provide Definitions for Terms Used in the BCP:**
 - Example:
 - **Business Continuity Plan (BCP):** A strategic plan outlining the steps to ensure that critical business functions continue during and after a disruption.
 - **Business Impact Analysis (BIA):** A process that identifies and evaluates the potential effects of disruptions on critical business operations.
 - **Critical Business Functions:** Essential services and operations that must be maintained during a disruption to ensure business continuity.
 - **Risk Mitigation:** Actions taken to reduce the likelihood or impact of potential risks.
 - **Emergency Contacts:** A list of key individuals and organizations to be contacted in the event of an emergency.
 - **Drills and Simulations:** Planned exercises to test the effectiveness of the BCP and the preparedness of the team.

Templates and Forms

- **Documents to Support the Implementation of the BCP:**
 - Example:
 - **BCP Activation Checklist:** A step-by-step checklist to guide the activation of the BCP.
 - **Emergency Contact List Template:** A template for listing key emergency contacts, including names, roles, phone numbers, and email addresses.
 - **Risk Assessment Form:** A form to document identified risks, their potential impact, and mitigation measures.
 - **Training Attendance Sheet:** A form to track employee participation in BCP training sessions.
 - **Incident Report Form:** A template for recording details of any incidents or disruptions, including actions taken and outcomes.