

AM-PM Cleaning Corporation  
BUSINESS CONTINUITY PLAN

**Business Continuity Plan Overview**

**A. Summary**

Continuity planning for a pandemic should focus on the following areas: identification of essential business activities (including essential vs. non essential employees); mitigation of business/economic disruptions (including possible shortages of supplies); and ways to minimize illness among employees, suppliers, and customers. It is also important to develop supplemental policies and programs to address the safety and health of employees (e.g., compensation, quarantines, return to work, and tracking absenteeism). Finally, it is essential to provide proactive education, awareness, and communication across the organization.

A vaccine for the next pandemic influenza cannot even begin to be manufactured until the exact nature and genetic makeup of the next pandemic influenza starts. Once that is determined, there is then a long lead time (several months) to actually manufacture the vaccine. For this reason, the virus can continue to spread rapidly. Additionally, the virus may change throughout the pandemic, making it even more difficult to treat and possibly necessitate the creation of yet another vaccine.

**B. Business Continuity Manager (BCM) – Roles and Responsibilities**

**1. Primary Business Continuity Manager**

- Coordinate all emergency response procedures, including communication changes in the WHO Alert Level to AM-PM staff.
- When necessary, assist local, state, or contracted emergency responders.
- Ensure that the necessary training of AM-PM staff and updating of staff takes place regarding the flu emergency and the impact of the emergency on their roles/responsibilities.
- Communicate that status of staff functions to the appropriate next levels of supervision, at least daily (see Communication Chain).

- include that day's Employee Status report (see p. 9)

**2. Secondary Business Continuity Manager Responsibilities**

- The Secondary BCM must assist the Primary BCM in carrying out all functions and will assume responsibility in his/her absence.

**3. Tertiary Business Continuity Manager Responsibilities**

- The Tertiary BCM must assist the Primary and Secondary BCM's in carrying out all functions and will assume responsibility in their absence.

**4. Other BCM Responsibilities**

- Accounting for all AM-PM personnel in the case of the evacuation of a building.
- Respond to any medical situation that may arise by contacting the appropriate Emergency Medical Assistance Service and/or local Public Health Official
- Assist other coordinators in carrying out all functions necessary to protect health & safety

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**C. Tracking Employee Influenza Status**

The Business Continuity Manager (BCM) for each site or area within each region and for each staff function will be responsible for tracking absenteeism. An excel spreadsheet should be developed and used by all offices in order that it can be consolidated into a corporate report. This spreadsheet should include the following fields.

- Employee Name
- Contact details
- Location (site or office)
- Influenza status:
  - Not infected
  - Sick and at home
  - Sick and hospitalized
  - Deceased
  - Recovered
  - Caring for a family member
  - Not yet sick, but has been exposed to the virus.

**D. Emergency Care and Office Isolation**

The purpose of this policy is to identify the steps which need to be taken if an employee becomes severely ill while at work, potentially contaminating other employees as well as the work area:

1. Co-workers must wear gloves and a mask prior to assisting the ill employee.
2. If needed, call an ambulance to transport the employee to the nearest hospital. Arrange for transportation, if necessary, for the employee to return home (family member, taxi, etc).
3. Notify family, department manager, and the Director of Risk Management 781-622-1444
4. Call housekeeping (must be specially trained) to have the work area cleaned and disinfected.
5. Have employees wear gloves and masks prior to removing or cleaning contaminated clothing.
6. Have employees leave the contaminated area until it has been disinfected.
7. Identify a location to which employees should go while the work area is being cleaned. The alternate should be equipped with telephone and computer access.

**E. Vaccination and Medication**

Employees should first check with their physicians and appropriate government agency regarding the availability and distribution plan for vaccines and/or medication. The Company's policy is to supplement existing available resources

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where possible. Human resources will contract with an agency to provide vaccinations/antiviral medication to employees located at an affected work site (or for preventive purposes) when such vaccines/antiviral medication become available. The Company may or may not require a co-payment from each employee to offset the cost of the vaccine/antiviral medication. Also, it may become a requirement that each employee obtain the vaccine either at the work site or provide documentation from his/her medical provider that the vaccine was administered in order to be at the work site.

**F. Disinfection and Hygiene Programs**

1. Influenza is mostly spread by infected droplets which are generated from coughing or sneezing. These droplets contain virus, which, if they contact your eyes, nose or mouth, can infect you. Good cleaning procedures can reduce the risk of spreading the virus in the workplace.

The virus can live for as long as two days on hard surfaces, making it possible for it to be transferred via a contaminated shared object. Obvious examples of shared objects include: telephones, faucets, toilet flush buttons, kitchen utensils, doorknobs, computer equipment (keyboard and mouse), car door handles, etc. In addition, under the right conditions, influenza can be spread through the air, and be inhaled.

2. Maintaining a clean work environment is important to preventing the transmission of the flu virus. The methods of cleaning and disinfection recommended below will probably remain consistent through all pandemic phases. However, as a pandemic develops, the recommended frequency of cleaning and disinfection is likely to dramatically increase.
3. Main precaution strategies include:
  - Restrict workplace entry of people with influenza symptoms
  - Practice good hygiene and workplace cleaning habits
  - Increase social distancing
  - Manage staff who become ill at work

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4. **Suggested cleaning schedules for affected regions:**

Phase	Areas	Frequency
3 & 4	All areas	Special cleaning required if a suspected case of H1N1 influenza is detected on premises.
5 & 6	Pay extra attention to: <ul style="list-style-type: none"> <li><input type="checkbox"/> Personal hygiene</li> <li><input type="checkbox"/> Personal spaces</li> <li><input type="checkbox"/> Frequently touched surfaces (e.g. door handles)</li> <li><input type="checkbox"/> Shared equipment</li> <li><input type="checkbox"/> Shared facilities (e.g., common waiting rooms, cafeterias, bathrooms)</li> <li><input type="checkbox"/> All other areas</li> <li><input type="checkbox"/> Fittings that are usually cleaned only when soiled.</li> </ul>	Avoid touching your face, wash hands frequently. Cleaned at the beginning and end of each shift. Before and after use by different persons.  At least twice daily, consider increasing to three times a day.  Daily Consider whether fittings are necessary – if not, can they be temporarily removed (e.g., ornaments, curtains)  Soft furnishing which cannot be easily cleaned frequently (e.g. fabric sofas) – review with your cleaning staff how these can be practically cleaned frequently (e.g. steamed cleaned, temporary plastic covers)

5. **Cleaning Agents**

Soap/detergent and clean water should be the first choice for cleaning many surfaces/objects. Disinfectants which will kill the flu include: plain soap, any detergent, and bleach.

6. **What can employees do to reduce the risk of spreading the virus?**

Room should be well ventilated. If possible, keep windows open. Air out rooms between uses. If air conditioning is used, make sure it is properly cleaned and maintained on a regular basis.

Wherever feasible, consider single- use equipment and limited equipment sharing. Common rooms should be freed of shared objects, such as magazines and newspapers, as much as possible. Employees should be encouraged to practice good personal hygiene in the workplace.

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Be aware if any items you touch may be contaminated, such as:

- Phones, computer screens, keyboards and mice
- Desks and counters
- Arm rest, chairs
- Door handles
- Microwaves/refrigerator handles
- Kitchen utensils
- Photocopier controls
- Light switches and temperature controls (thermostat, air conditioning control panel)
- Any exposed surfaces which may have been contaminated by hands or cough (counters, shared bookshelves)

These surfaces should be wiped at least daily, in between use by different persons, or as soon as they may become contaminated. Employees should also be reminded to observe the same practices at home, in their cars, and in general public areas.

**7. When cleaning areas in which a person suspected of being infected has spent time, staff should:**

- Wear disposable gloves. Remove and discard if they become soiled or damaged, and use a new pair. Gloves should also be removed and discarded after cleaning activities.
- Wash hands with soap and water immediately after removing gloves and when cleaning is completed.

**8. Instructions for cleaning areas in which the suspected person spent time:**

- DO NOT use cleaning methods which might re-aerolize infectious material, such as the use of compressed air
- Minimize the amount of cleaning equipment used
- Open windows for increased ventilation
- Spray the room with disinfectant
- Mop floor(if applicable with sodium hypochlorite 0.1% (1000ppm)
- Wipe all frequently touched areas (arm rests, keyboards, mouse, switches, etc.) with sodium hypochlorite solution
- Wipe all metal objects with 70% alcohol solution
- Wipe down blinds and walls (up to 3 meters) with disinfectant
- Remove curtains and launder
- Discard dirty water and disinfect cleaning equipment before using in another room

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- Disinfectant buckets with fresh disinfectant solution or rinse in hot water before filling
- Frequently touched surfaces (arm rest, seatbacks, tables, chairs, door handles, light and air controls, and adjacent walls and windows) and lavatory surfaces should be wiped down with chemical disinfectants and allowed to air dry
- Rinse wipe clothes/mop heads in disinfectant several times or rinse thoroughly in hot water.

**G. Telecommuting**

- Department Managers should determine which business functions can be performed at home.
- Telecommuting plans should be shared with IT to ensure that the appropriate capacity is in place. Additionally, business units should consider that there may be a slow down in general internet services due to a potential increase in telecommuting volume from other organizations and firms using similar strategies.

**H. Teleconferencing**

- During more advance phases of a pandemic, it is recommended that teleconferencing be used to avoid face-to-face meetings as much as possible. This includes meetings with both internal staff and external constituents, such as vendors and customers.

**I. Critical Vendors and Suppliers**

1. Before a pandemic, logistics precautions may require:
  - Acquiring equipment
  - Stockpiling supplies (at customer sites in the field)
  - Designating emergency facilities
  - Establishing mutual aid agreements
  - Preparing a resource inventory
2. During a pandemic, a logistics plan may require:
  - Providing utility maps to emergency responders
  - Moving backup equipment in place
  - Arranging for medical support, food, and transportation
  - Arranging for shelter facilities
  - Providing backup power
  - Providing for backup communications

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**J. Financial Analysis**

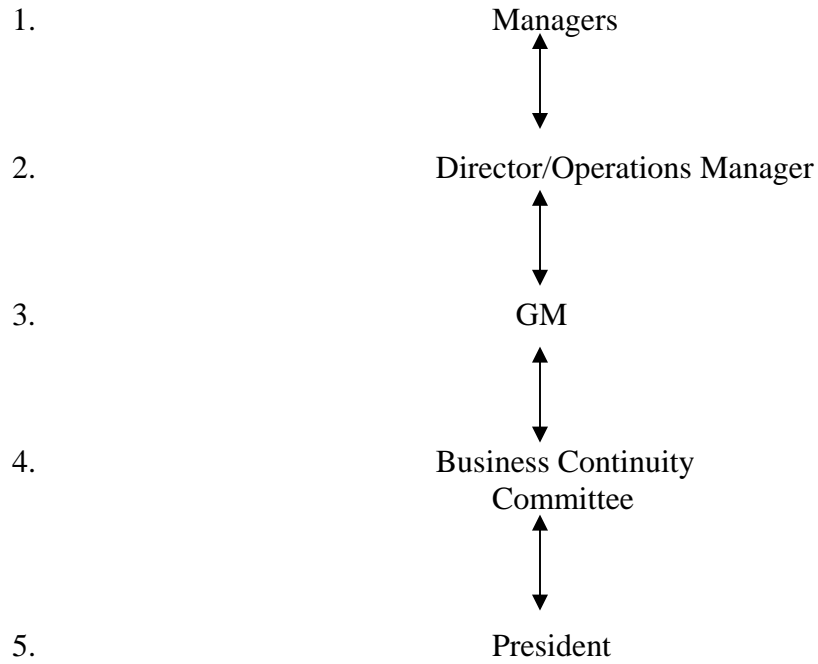
A vital part of any business continuity plan is the impact analysis to determine potential financial risks. This analysis should focus on various scenarios which could occur as a result of a pandemic influenza and how they may affect different sectors of the business.

**I. Financial impact analysis should include:**

- Estimates of the impact of decreased in customer demand
- Estimates of supply shortages
- Estimates of the cost of employee work days lost (assuming 15-25 percent absenteeism, 7 days/employee)
- Cost associated with hygiene supplies
- Cost associated with implementation of alternate communication channels in case regular communication channels become unreliable and overloaded.

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BUSINESS CONTINUITY MANAGERS  
COMMUNICATION CHAIN  
STAFF FUNCTIONS



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DATE: \_\_\_\_\_

EMPLOYEE STATUS

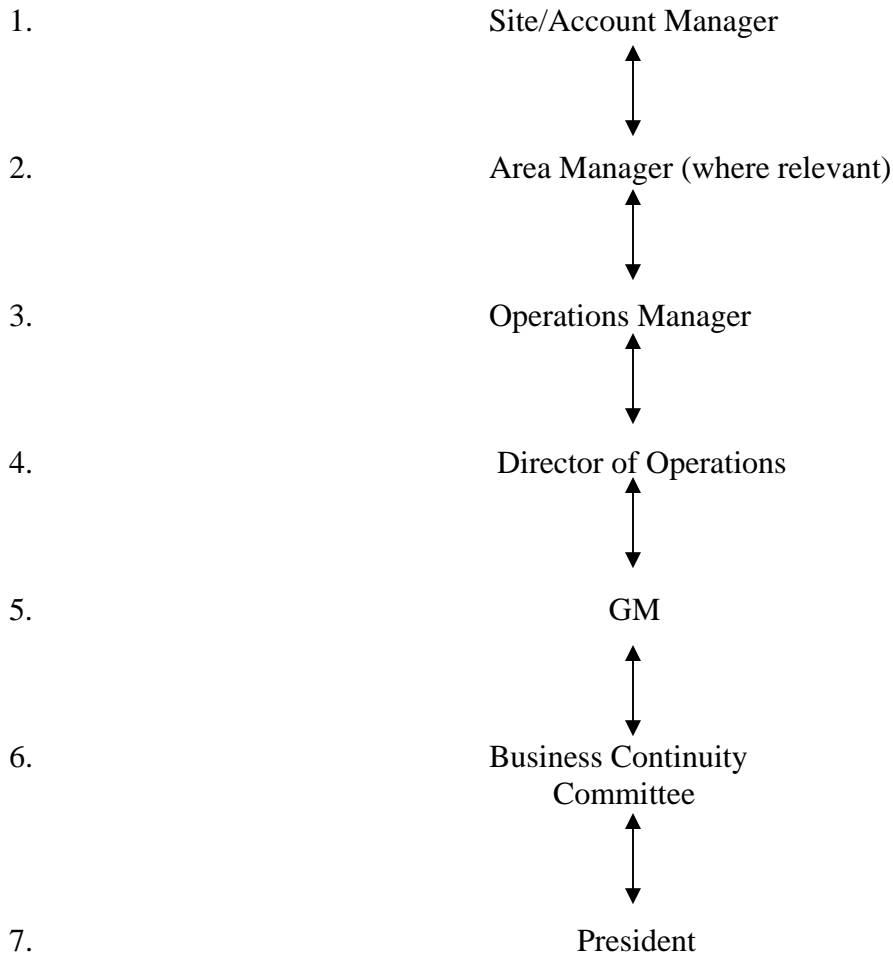
STAFF FUNCTIONS

FUNCTION: \_\_\_\_\_

<u>Total Number Employees</u>			<u>Number of Employees Absent As of above Date</u>			<u>Employees Available To Work As of Above Date</u>		
<u>FT</u>	<u>PT</u>	<u>Total</u>	<u>FT</u>	<u>PT</u>	<u>Total</u>	<u>FT</u>	<u>PT</u>	<u>Total</u>
_____	_____	_____	_____	_____	_____	_____	_____	_____

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BUSINESS CONTINUITY MANAGERS  
COMMUNICATION CHAIN  
OPERATIONS



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Date: \_\_\_\_\_

**EMPLOYEE STATUS**

**OPERATIONS**

Site Name: \_\_\_\_\_  
\_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

Client: \_\_\_\_\_

Operations Manager Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Site/Account Manager Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

<u>Total Number Employees</u>			<u>Number of Employees Absent As of above Date</u>			<u>Employees available As of Above Date</u>		
<u>FT</u>	<u>PT</u>	<u>Total</u>	<u>FT</u>	<u>PT</u>	<u>Total</u>	<u>FT</u>	<u>PT</u>	<u>Total</u>
_____	_____	_____	_____	_____	_____	_____	_____	_____

## Swine Influenza

Swine Influenza (swine flu) is a respiratory disease of pigs caused by type A influenza viruses. Outbreaks of swine flu happen regularly in pigs. People do not normally get swine flu, but human infections can and do happen. Most commonly, human cases of swine flu happen in people who are around pigs but it's possible for swine flu viruses to spread from person to person also

- CDC Standard recommendations:
  - Cover your cough or your sneeze into your arm (inside elbow) or into a tissue, (discard immediately in trash). Do not cover mouth with your hands
  - Wash your hands frequently with soap and water and use instant hand sanitizer
  - See your doctor if you have fever, cough, sore throat, body aches, headache, chills and fatigue, diarrhea or vomiting
  - Viruses can survive on hard surfaces for two hours or longer
  
- JohnsonDiversey Best Practices for cleaning and disinfecting
  - Clean and disinfect surfaces frequently with an EPA registered disinfectant cleaner with the Influenza A and/or Avian Flu claims
    - Especially clean & disinfect high touch surfaces such as door knobs, light switches, desk tops, restroom fixtures, telephones, door push plates, elevator buttons etc. regularly

There currently are no EPA products registered with a claim that controls Swine Flu caused by Swine Influenza A (H1N1). The listed products are hospital disinfectants that have been shown to be effective against other similar viruses.

Influenza A viruses are relatively easy to kill on hard surfaces.

- Hard Surface Cleaner Disinfectants
  - OxivirTb Wipes - one minute contact
  - OxivirTb RTU - one minute contact
  - VirexTb – 3 minute contact
  - Envy Aerosol – 3 minute
  - Oxivir Five 16 Concentrate – 5 minute contact
  - Envy Liquid – 5 minute
  - Virex II 256 and 128 – 10 minute contact
  - Triad III – 10 minute contact
  - Alpha HP Bathroom Disinfectant – 10 minute contact
  - Expose II 256 – 10 minute contact
  - Forward DC – 10 minute contact
  - Crew Restroom Floor & Surface Cleaner

CDC has determined that this virus is contagious and is spreading from human to human. However, at this time, it not known how easily the virus spreads between people.

# Get the Facts About Novel H1N1 Influenza

Content Source:

U. S. Centers for Disease Control and Prevention

May 2009

# Novel H1N1 Influenza

Novel H1N1 (referred to as swine flu early on) is a new influenza virus that is spreading from person-to-person.

The United States government has declared a public health emergency in the U.S. in response to the H1N1 outbreak.

CDC's response goals are to:

- reduce transmission and illness severity
- provide information to help health care providers, public health officials, and the public address the challenges posed by this emergency.

# Novel H1N1 Influenza

- The first cases of human infection with novel H1N1 influenza virus were detected in April 2009 in San Diego and Imperial County, California and in Guadalupe County, Texas.
- The virus has spread rapidly.
- The virus is widespread in the United States at this time and has been detected internationally as well.

# Novel H1N1 Influenza

CDC expects that more cases, more hospitalizations, and more deaths from this outbreak will occur over the coming days and months.

- Influenza is always serious – each year in the United States, seasonal influenza results, on average, in an estimated 36,000 deaths and more than 200,000 hospitalizations from flu-related causes.
- This outbreak certainly poses the potential to be at least as serious as seasonal flu, if not more so, especially given the fact that there currently is no vaccine against this virus.
- Because this is a new virus, most people will not have immunity to it, and illness may be more severe and widespread as a result.

# Signs and symptoms

Symptoms of novel H1N1 flu in people are similar to those associated with seasonal flu.

- Fever
- Cough
- Sore throat
- Runny or stuffy nose
- Body aches
- Headache
- Chills
- Fatigue
- In addition, vomiting (25%) and diarrhea (25%) have been reported. (Higher rate than for seasonal flu.)



# How does novel H1N1 Influenza spread?



- This virus is thought to spread the same way seasonal flu spreads
- Primarily through respiratory droplets
  - Coughing
  - Sneezing
  - Touching respiratory droplets on yourself, another person, or an object, then touching mucus membranes (e.g., mouth, nose, eyes) without washing hands

# Can you get novel H1N1 Influenza from eating pork?

No. The novel H1N1 influenza virus (formerly referred to as swine flu) virus is not spread by food.

You cannot get novel H1N1 flu from eating pork or pork products. Eating properly handled and cooked pork products is safe.

# What can you do to protect yourself from getting sick?

There is no vaccine right now to protect against this new H1N1 virus.

However, everyday actions can help prevent spread of germs that cause respiratory illnesses like influenza.

# Take these everyday steps to protect your health

- Wash your hands often with soap and warm water, especially after you cough or sneeze. Wash for 15 – 20 seconds.
- Alcohol-based hand wipes or gel sanitizers are also effective.



# Take these everyday steps to protect your health

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Avoid contact with sick people.

## If you get sick...

- Stay home if you're sick for 7 days after your symptoms begin or until you've been symptom-free for 24 hours, whichever is longer.
- If you are sick, limit your contact with other people as much as possible.



# Watch for emergency warning signs

Most people should be able to recover at home, but watch for emergency warning signs that mean you should seek immediate medical care.

## In adults:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting
- Flu-like symptoms improve but then return with fever and worse cough

# Emergency warning signs in children

If a child gets sick and experiences any of these warning signs, seek emergency medical care.

In children:

- Fast breathing or trouble breathing
- Bluish or gray skin color
- Not drinking enough fluids
- Severe or persistent vomiting
- Not waking up or not interacting
- Irritable, the child does not want to be held
- Flu-like symptoms improve but then return with fever and worse cough



# Summary

- CDC anticipates that there will be more cases, more hospitalizations and more deaths associated with this new virus in the coming days and weeks because the population has little to no immunity against it.
- We must all work together to limit and control the transmission of novel H1N1 influenza.

# Summary

- For the most current information on the H1N1 influenza outbreak, visit <http://www.cdc.gov/h1n1flu/>
- CDC, WHO, and public health officials worldwide are carefully monitoring the situation.
- Follow all recommendations for preventing the spread of influenza.
- For local guidance, contact your state, local, or county health officials.

# Resources

- <http://www.cdc.gov/h1n1flu/>
- <http://www.cdc.gov/h1n1flu/espanol/>
- 1-800-CDC-INFO (1-800-232-4636)
- <http://www.who.int/csr/disease/swineflu/en/index.html>