

Business Continuity Risk Contingency Policy		
	Last review: June 2026	Next review: June 2027
	City & Essex Limited and all affiliated subsidiaries.	

Purpose

City & Essex is committed to maintaining safe, reliable and resilient service delivery for clients, employees and stakeholders. This policy sets out the framework used to identify business continuity risks, plan contingency arrangements, respond to disruption and recover critical services as quickly and safely as possible.

The policy supports operational readiness across daily commercial cleaning, pest control management, washroom hygiene management, window cleaning management, head office operations, supplier management and client-site service delivery.

Scope

This policy applies to City & Essex Limited and all affiliated subsidiaries, including employees, managers, contractors and suppliers working on behalf of the business. It applies to head office operations, client-site service delivery, mobilisation activity, supplier-dependent services, IT and communications systems, transport, staffing and emergency escalation.

Where City & Essex operates on client-controlled premises, continuity arrangements will be coordinated with client requirements, site procedures, landlord controls and building management arrangements.

Frameworks & Legislation

This policy is informed by applicable legislation, standards and management-system principles, including where relevant:

- Civil Contingencies Act 2004 principles for emergency preparedness and resilience.
- Health and Safety at Work etc. Act 1974.
- Management of Health and Safety at Work Regulations 1999.
- ISO 22301 business continuity management principles.
- ISO 9001 quality management principles.
- ISO 14001 environmental management principles.
- ISO 45001 occupational health and safety management principles.
- City & Essex client contractual requirements and site-specific emergency arrangements.

Policy Commitments

1. Continuity Planning and Critical Activities

City & Essex will identify critical business activities required to maintain client service delivery, employee safety, regulatory compliance and essential internal operations. Continuity arrangements will prioritise activities that affect client-site cleaning, health and safety, employee communication, supplier support, payroll, incident escalation and client communication.

2. Risk Identification and Contingency Controls

City & Essex will consider continuity risks including staff absence, supplier failure, IT or communications disruption, severe weather, public transport disruption, client-site access restrictions, vehicle disruption, utilities interruption, public health events, security incidents and material service failures.

3. Incident Response and Escalation

City & Essex will maintain clear escalation routes for significant operational disruption. Managers are expected to escalate incidents promptly, coordinate with relevant internal teams and communicate with clients where service delivery may be affected.

4. Staffing and Service Continuity

City & Essex will maintain proportionate contingency arrangements for staffing disruption, including management escalation, redeployment where appropriate, cross-site support, temporary labour arrangements where approved and prioritisation of critical tasks.

5. Supplier and Subcontractor Continuity

City & Essex will manage supplier dependency through supplier relationship management, alternative sourcing where feasible, supplier communication and contingency planning for critical products and services including cleaning chemicals, consumables, machinery, waste, hygiene, pest control and specialist support services.

6. IT, Data and Communication Continuity

City & Essex will maintain practical controls to support continuity of key communications, records and systems. This includes alignment with the Responsible Information Management & Data Protection Policy and escalation of cyber, data or system disruption through appropriate management channels.

7. Recovery and Lessons Learned

Following significant disruption, City & Essex will review the event, identify lessons learned and agree corrective actions where required. Where disruption affects a client site, recovery activity will be coordinated with the client, landlord or building management team where relevant.

Targets and Measurement

Area	Target / Commitment	Deadline	Owner	Evidence / Review
Continuity review	Review critical continuity risks and contingency arrangements annually.	Annually	Senior Management / Operations	Policy review, risk review or management meeting records
Client-site disruption	Record material service disruptions and review corrective actions where required.	Ongoing	Operations / HSEQ	Incident records, client communications, corrective action log
Supplier resilience	Maintain awareness of critical supplier dependencies and identify alternative routes or contingency actions where material risk is identified.	By end 2026	Operations / ESG / Finance	Supplier register, procurement records, supplier review notes
Communication routes	Maintain escalation and communication routes for significant operational disruption.	Ongoing	Operations / Senior Management	Escalation process, contact lists, client communication records

Responsibilities

Role	Responsibility
Managing Director	Has ultimate accountability for business continuity and approves this policy.

Senior Management Team	Provides oversight of continuity planning, risk escalation and recovery priorities.
Operations Managers	Coordinate operational response, client communication and staffing contingency where service delivery is disrupted.
Head of HSEQ	Supports health, safety, emergency response and incident management requirements linked to disruption.
Head of ESG	Supports continuity considerations linked to climate risk, suppliers, reporting and client ESG commitments where relevant.
Finance / Procurement	Supports supplier continuity, key supplier communication and alternative sourcing where required.
Employees and Contractors	Follow relevant instructions, report disruption or safety concerns promptly and support continuity arrangements within their role.

Supporting Procedures and Evidence

This policy sets out City & Essex's overarching commitments, responsibilities and objectives. It is supported by relevant operational procedures, records, client requirements, training records and statutory obligations. These supporting documents provide the detailed controls used to implement this policy in day-to-day operations.

Supporting document / evidence	Purpose	Owner / source
Health Safety Wellbeing Policy	H&S controls, emergency response, incident reporting and employee wellbeing	HSEQ
Responsible Information Management Data Protection Policy	IT, data, cyber and communication-related continuity controls	IT / HR / Senior Management
Climate Physical Risk Assessment	Severe weather and climate-related disruption risks	ESG / HSEQ
Supplier Code of Conduct and Supplier Register	Critical supplier expectations and supplier contact information	ESG / Finance / Operations
Client site procedures and method statements	Site-specific arrangements and client-controlled emergency requirements	Operations / Client site teams

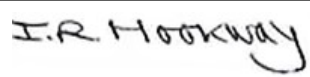
Reporting and Review

This policy will be reviewed annually, or sooner following significant disruption, material operational change, client requirement, audit finding or change in business risk profile. Business continuity performance will be reviewed through operational management, client feedback, incident review and corrective action processes where relevant.

Superseded Documents

This is a new top-level policy. It does not replace detailed operational procedures, client-site arrangements, HSEQ procedures or system-specific controls, which remain live where applicable.

Approval

Full Name	Mr Ian Hookway
Position	Managing Director
Signed	

Date	June 2026
------	-----------

