

Standard Operating Procedure (SOP)

Product Display Shelf Dusting and Spill Management

Purpose:

This SOP details the procedures for **product display shelf dusting and spill management**, including regular cleaning schedules, appropriate dusting techniques, safe handling of cleaning materials, and prompt spill identification and cleanup protocols. The objective is to maintain a clean, organized, and safe shopping environment that enhances product visibility and prevents accidents caused by dust accumulation or spills on display shelves.

Scope:

This procedure applies to all employees responsible for the cleanliness and organization of product display shelves within the retail environment.

Responsibilities:

- Staff: Perform routine shelf dusting and respond promptly to spills as per procedure.
- Supervisors: Monitor compliance and provide resources required for cleaning.
- Management: Ensure adequate training and supply of cleaning materials.

Procedure:

1. Regular Cleaning Schedule

- Dust all product display shelves at the beginning and end of each business day.
- Spot-check shelves every 2 hours during operating hours for dust or spills.

2. Dusting Techniques

- Use clean, lint-free microfiber cloths or electrostatic dusters.
- Dust from top shelves downward to avoid re-contaminating cleaned areas.
- Temporarily remove products from the shelf if needed. Handle products carefully to avoid damage.
- Wipe shelf surfaces gently to avoid disturbing product arrangement.

3. Safe Handling of Cleaning Materials

- Ensure all cleaning materials are approved for use around food or retail products.
- Wear disposable gloves if using cleaning sprays.
- Return cleaning materials to designated storage area after use.

4. Spill Identification and Cleanup

- Vigilantly check for visible spills or leaks on display shelves during routine checks.
- If a spill is observed:
 - Promptly cordon off the affected area to prevent customer contact.
 - Carefully remove products in the spill area, inspecting for damage.
 - Use absorbent materials or paper towels to soak up liquids. Dispose appropriately.
 - Clean the shelf with an appropriate cleaning agent. Dry the area thoroughly.
 - Return undamaged products to the shelf; damaged products should be reported and removed from display.

5. Final Check and Reporting

- Review all cleaned shelves to ensure no residue or dust remains.
- Document completed cleaning and any incidents on the daily cleaning log.
- Report persistent or significant spill issues to supervisor immediately.

Safety Precautions:

- Always use warning signs when cleaning spills in customer areas.
- Avoid blocking aisles or exits when dusting or cleaning spills.
- Use cleaning products as directed by manufacturer guidelines.

Documentation:

- Maintain daily cleaning logs and incident reports for supervisor review.

Revision History:

- Version 1.0 — [Date]: Initial SOP release