

# Standard Operating Procedure (SOP)

## Cleaning and Tidying of Shelves During and After Stocking

This SOP details the procedures for **cleaning and tidying of shelves during and after stocking** to maintain a clean, organized, and hygienic retail environment. It covers the proper methods for removing dust and debris, arranging products neatly, ensuring shelf labels are visible and accurate, and disposing of waste responsibly. The goal is to enhance product presentation, improve customer experience, and uphold store cleanliness standards throughout the stocking process.

### 1. Purpose

To ensure all shelves are clean, organized, and presentable during and after the stocking process, thereby promoting hygiene and optimal product display.

### 2. Scope

This SOP applies to all staff involved in stocking and maintaining retail shelf areas.

### 3. Responsibilities

- **Stocking Staff:** Responsible for cleaning and organizing shelves during and after stocking.
- **Supervisors:** Ensure compliance with SOP and monitor shelf conditions.
- **Cleaning Personnel:** Assist as needed during deep cleaning schedules.

### 4. Materials Needed

- Clean, lint-free cloths or microfiber dusters
- Approved cleaning/sanitizing spray
- Handheld vacuum (if applicable)
- Garbage bags/waste bins
- Disposable gloves (as required)
- Labeling materials

### 5. Procedure

1. **Preparation:**
  - Wear necessary PPE (e.g., gloves).
  - Ensure all required cleaning materials are available.
2. **During Stocking:**
  - Remove products from the shelf section to be stocked/cleaned.
  - Dust and wipe shelves using a designated cloth and approved cleaner.
  - Dispose of debris or expired products in waste bins.
  - Check for spills, sticky residues, or stains and clean as necessary.
3. **After Stocking:**
  - Neatly arrange products, aligning them to the front ("facing").
  - Ensure product labels and prices are clearly visible and accurate.
  - Dispose of all waste and used materials properly.
  - Return cleaning equipment to designated storage areas.
  - Report any shelf damage, defective products, or discrepancies to a supervisor.

### 6. Waste Disposal

- Collect and separate recyclable and non-recyclable waste.
- Dispose of waste in appropriate bins as per store policy.

### 7. Records

- Complete shelf cleaning checklists as required.
- Supervisors should verify and sign off completed tasks.

### 8. Health & Safety

- Follow all health and safety guidelines when using cleaning agents.
- Wear gloves when handling chemical cleaners or waste.
- Report any hazards observed during cleaning to a supervisor immediately.

## **9. Review**

This SOP should be reviewed and updated annually or as needed to maintain compliance and effectiveness.

## **10. References**

- Store Cleaning Policy
- Occupational Health & Safety Guidelines
- Product Handling Procedures