

SOP: Display and Shelving Dusting and Cleaning Routines

This SOP details **display and shelving dusting and cleaning routines**, including regular dust removal, use of appropriate cleaning agents, scheduled cleaning frequency, techniques for hard-to-reach areas, and safety precautions. The goal is to maintain a clean and presentable environment that enhances product visibility, prevents dust accumulation, and promotes a hygienic retail or storage space.

1. Scope

This procedure applies to all display units, shelving, and related fixtures within the premises.

2. Responsibilities

- **Cleaning Staff:** Execute dusting and cleaning tasks as per schedule.
- **Supervisors:** Ensure compliance with SOP; conduct inspections.
- **All Employees:** Report dust or dirt buildup and safety hazards.

3. Materials & Equipment

- Microfiber cloths / dusters
- Extension dusters for high or hard-to-reach areas
- Mild cleaning agents (non-abrasive sprays, appropriate for surfaces)
- Spray bottles with diluted cleaning solutions
- Gloves and approved PPE as needed
- Step stool or ladder (if required, in accordance with safety guidelines)

4. Procedures

1. **Preparation:**
 - Put on gloves and PPE.
 - Clear area of customers or employees, if necessary.
 - Ensure cleaning products are suitable for the surfaces to be cleaned.
2. **Dusting:**
 - Remove merchandise from shelves/displays if possible, or work around items with care.
 - Use microfiber cloth/duster to remove loose dust from top to bottom.
 - Access hard-to-reach spots with extension duster or, if safe, a step stool.
 - Pay special attention to corners, crevices, brackets, and under shelves.
3. **Cleaning:**
 - Apply cleaning agent to cloth (not directly to surface) to avoid overspray.
 - Wipe surfaces thoroughly; do not leave streaks or residue.
 - Allow surfaces to air dry before replacing merchandise.
4. **Hard-to-Reach Areas:**
 - Use extension tools or ask for assistance and follow safety guidelines when using ladders.
 - Do not attempt to clean areas that require dangerous positioning-report to supervisor if needed.
5. **Completion:**
 - Return all merchandise and materials to their place.
 - Dispose of used cleaning materials appropriately.

5. Schedule/Frequency

Area	Frequency	Notes
Main display shelves	Daily	Before opening/after closing
High/Hard-to-reach surfaces	Weekly	Use extension dusters
Glass/Showcase displays	Bi-weekly or as needed	Polish after dusting

6. Safety Precautions

- Do not overreach or stand on unstable surfaces. Use ladders with care.
- Use PPE when handling cleaning agents.
- Ensure cleaning materials do not pose slip hazards to others.
- Never spray chemicals near customer areas during operating hours.

7. Documentation & Records

- Maintain cleaning log with date, time, area, and staff initials.
- Supervisors to sign off on weekly and monthly deep-clean processes.
- Report and document any damage or persistent buildup.

8. Review & Continuous Improvement

- Review SOP annually or after incidents/updates to procedures.
- Encourage feedback from staff for process improvements.