

# Standard Operating Procedure (SOP)

## Cleanliness and Store Maintenance Procedures

**Purpose:** This SOP details **cleanliness and store maintenance procedures**, encompassing regular cleaning schedules, waste disposal protocols, inventory organization, pest control measures, equipment upkeep, safety inspections, and staff responsibilities. The objective is to maintain a hygienic, safe, and well-organized store environment that promotes operational efficiency and compliance with health standards.

### 1. Scope

This SOP applies to all staff members and covers all areas of the store, including sales floor, stockrooms, restrooms, office spaces, and exterior surroundings.

### 2. Responsibilities

- Store Manager: Oversee implementation of all procedures and assign duties.
- Cleaning Staff: Carry out daily, weekly, and monthly cleaning tasks as assigned.
- All Staff: Maintain personal work areas, report hazards, and comply with all cleanliness protocols.

### 3. Procedures

#### 3.1 Cleaning Schedules

Area/Item	Task	Frequency	Responsible
Sales Floor	Sweep, mop, dust shelves, clean surfaces	Daily (before opening, as needed)	Cleaning Staff
Restrooms	Sanitize toilets, sinks, floors, refill supplies	2x Daily (AM/PM)	Cleaning Staff
Stockroom	Sweep, organize, remove debris	Weekly	All Staff
Windows/Glass	Clean glass doors and windows	Weekly	Cleaning Staff
Fixtures & Equipment	Dust, wipe down, check for damage	Monthly	All Staff

#### 3.2 Waste Disposal Protocols

1. Empty all trash bins at least once daily or when full.
2. Dispose of waste in designated outdoor containers/receptacles.
3. Handle hazardous waste (e.g., broken glass) with proper safety equipment.
4. Recycle eligible materials following local recycling guidelines.

#### 3.3 Inventory Organization

- Arrange products by category and expiration date (FIFO method).
- Keep aisles, shelves, and storage areas clear and accessible.
- Check for and remove damaged or expired stock routinely.

#### 3.4 Pest Control Measures

- Maintain cleanliness to eliminate pest attractants (food crumbs, spills).
- Seal cracks, keep doors/windows closed when possible.
- Schedule quarterly professional pest inspections; treat as necessary.

### 3.5 Equipment Upkeep

- Inspect and clean equipment (refrigerators, POS systems, etc.) at least monthly.
- Promptly report and document any issues or malfunctions.
- Perform preventative maintenance as recommended by manufacturer guidelines.

### 3.6 Safety Inspections

- Conduct monthly inspections for fire hazards, electrical safety, trip/slip hazards.
- Check emergency exits and equipment (fire extinguishers, first aid kits).
- Document findings and corrective actions taken.

## 4. Documentation & Records

- Use cleaning checklists and sign-off sheets (retained for 6 months minimum).
- Log maintenance and pest control activities in dedicated registers.
- Report incidents or hazards immediately to the Store Manager.

## 5. Training

- All new hires are oriented to this SOP before handling cleaning or maintenance duties.
- Refresher training to be provided annually or upon SOP updates.

## 6. Review & Compliance

- This SOP is reviewed annually or as regulations change.
- Non-compliance will result in retraining or disciplinary action as per company policy.

## 7. Appendices

- **Appendix A:** Sample Daily/Weekly Cleaning Checklist
- **Appendix B:** Safety & Maintenance Reporting Form
- **Appendix C:** Local Health & Waste Management Regulations