

SOP: Cleanliness, Sanitation, and Store Maintenance

This SOP details the procedures for **cleanliness, sanitation, and store maintenance** to ensure a safe, hygienic, and organized environment. It covers regular cleaning schedules, proper sanitation techniques, waste disposal methods, pest control measures, and maintenance of store facilities and equipment. The goal is to maintain high standards of cleanliness to prevent contamination, enhance operational efficiency, and provide a safe workplace for employees and customers.

1. Scope

This SOP applies to all employees, cleaning staff, and managers in the store.

2. Responsibilities

- **Store Manager:** Oversee overall implementation, conduct inspections, and address maintenance issues.
- **Staff:** Follow cleaning schedules, report issues, and maintain assigned areas.
- **Cleaning Personnel:** Perform detailed cleaning and sanitation tasks as per schedule.

3. Cleaning Schedule

Area	Task	Frequency	Responsible
Sales Floor	Sweep, mop, dust surfaces	Daily	Staff/Cleaning Personnel
Restrooms	Clean & disinfect all surfaces, restock supplies	Multiple times daily	Cleaning Personnel
Storage/Backroom	Sweep, organize, and check for spills and pests	Daily	Staff
Entrances/Exits	Clean glass, sweep/mop floors, remove litter	Daily	Staff/Cleaning Personnel
Equipment (e.g., carts, baskets)	Disinfect handles and surfaces	Daily and as needed	Staff

4. Sanitation Procedures

- Use approved cleaning agents and follow safety instructions.
- Wear protective gloves and necessary PPE when handling chemicals.
- Sanitize high-touch surfaces (doors, handles, counters) at least every 2 hours.
- Use designated cloths/mops for specific areas to prevent cross-contamination.

5. Waste Disposal

- Dispose of waste in designated bins; segregate recyclables and non-recyclables.
- Remove waste from store premises daily or as bins become full.
- Clean and disinfect waste bins weekly.

6. Pest Control

- Keep all food, supplies, and waste secured to prevent attracting pests.
- Report any signs of infestation to management immediately.
- Schedule and document regular professional pest control services.

7. Facility & Equipment Maintenance

- Inspect lighting, HVAC, plumbing, and fixtures weekly.

- Report and log any issues, damages, or malfunctions immediately.
- Schedule regular deep cleaning and preventive maintenance as required.

8. Documentation & Record Keeping

- Use checklists to document daily cleaning and sanitation tasks.
- Maintain records of pest control visits, maintenance requests, and inspections.

9. Training

- Provide new and current employees with training on cleaning procedures and safety protocols.
- Conduct refresher training sessions annually or as needed.

10. Review & Updates

- Review this SOP annually or after significant changes in processes, equipment, or regulations.
- Update procedures as necessary based on feedback and inspection findings.