

# Standard Operating Procedure (SOP): Cleaning and Maintenance of Public/Common Areas

This SOP details the **cleaning and maintenance of public/common areas**, covering routine cleaning schedules, selection of appropriate cleaning agents, waste management protocols, maintenance of fixtures and furnishings, hygiene standards, safety measures for cleaning staff, and inspection procedures. The goal is to ensure these areas are consistently clean, safe, and welcoming for all users, enhancing overall facility hygiene and user satisfaction.

## 1. Scope

This SOP applies to all public and common areas within the facility, including lobbies, corridors, restrooms, waiting areas, lounges, elevators, and stairwells.

## 2. Responsibilities

- **Cleaning Staff:** Execute cleaning and maintenance as per schedule and protocols.
- **Supervisors:** Oversee staff, conduct inspections, ensure compliance, arrange for necessary supplies.
- **Facility Management:** Provide resources, approve schedules, handle maintenance requests beyond cleaning staff's scope.

## 3. Routine Cleaning Schedule

Area	Frequency	Tasks
Lobbies & Corridors	Twice daily	Sweeping, mopping, dusting, spot cleaning
Restrooms	Every 2 hours	Cleaning basins, toilets, mirrors, countertops; replenishing consumables; emptying bins
Stairwells & Elevators	Daily	Sweeping, mopping, cleaning handrails/buttons, dusting ledges
Lounge/Waiting Areas	Twice daily	Vacuuming, wiping surfaces, arranging furniture, cleaning glass
Doors & Switches	Daily	Disinfecting high-touch points

## 4. Cleaning Agents and Equipment

- Use only approved, facility-provided cleaning agents as per manufacturer's instructions.
- Maintain and store all equipment (mops, buckets, vacuums etc.) properly after use.
- Staff must wear appropriate personal protective equipment (PPE) such as gloves, masks, and aprons.

## 5. Waste Management Protocols

- Use color-coded bins for different waste types (general, recyclables, hazardous, etc.).
- Empty waste bins regularly to avoid overflow.
- Ensure proper handling and disposal of biohazardous or hazardous waste according to facility policy.
- Sanitize bins weekly and after any spillage.

## 6. Maintenance of Fixtures & Furnishings

- Inspect lights, doors, windows, furniture, and fixtures daily for cleanliness and proper function.
- Report damages or malfunctions to maintenance immediately via designated reporting system.
- Clean and polish fixtures and furnishings as required, using approved agents.

## 7. Hygiene Standards

- Focus on high-touch surfaces (doorknobs, switches, elevator buttons) with increased frequency.
- Ensure restrooms are always stocked with soap, hand sanitizer, tissues, and paper towels.
- Display hand hygiene signage in strategic locations.

## 8. Safety Measures for Cleaning Staff

- Staff must undergo training on safe use of cleaning chemicals and equipment.
- Use wet floor signs to prevent slip-and-fall incidents during and after cleaning.
- Report any incidents or injuries immediately to supervisor.

## 9. Inspection and Documentation

- Supervisors conduct routine inspections (daily/weekly) using a standardized checklist.
- All cleaning activities, maintenance reports, and incidents are documented and logged.
- Feedback and corrective actions are recorded and reviewed monthly.

## 10. Revision History

Date	Version	Description	Approved By
2024-06-01	1.0	Initial release	Facility Manager