SOP: Cleanliness and Organization of Mailroom Area

This SOP details the **cleanliness and organization of the mailroom area**, including daily cleaning routines, proper sorting and storage of mail, waste disposal protocols, maintenance of equipment, and ensuring a clutter-free environment. The objective is to maintain an efficient, safe, and hygienic mailroom that supports smooth mail handling operations and prevents loss or damage of correspondence.

1. Scope

This SOP applies to all personnel assigned to the mailroom and any staff responsible for mail handling, cleaning, and organization activities.

2. Responsibilities

- **Mailroom Staff:** Implement daily cleaning and organization routines; handle and store mail properly; report issues.
- **Cleaning Staff:** Perform scheduled cleaning and waste disposal tasks.
- **Mailroom Supervisor:** Monitor mailroom standards; provide training; ensure SOP compliance.

3. Procedures

3.1 Daily Cleaning Routine

- Sweep and mop the mailroom floor at the beginning and end of each workday.
- Wipe down work surfaces, sorting tables, and shelves using approved disinfectant.
- Sanitize frequently-touched areas (door handles, switches, equipment panels).

3.2 Mail Sorting and Storage

- Sort all incoming and outgoing mail in designated trays or bins clearly labeled by type and recipient.
- Store sorted mail in secure, assigned locations to prevent loss, mix-up, or damage.
- Check for undelivered or uncollected mail daily; follow up as necessary.

3.3 Waste Disposal

- Empty trash bins and recycling containers daily or when full.
- Dispose of shreddable and confidential waste in accordance with security protocols.
- Replace waste liners after disposal.

3.4 Equipment Maintenance

- Ensure mailroom equipment (scales, postage meters, computers, trolleys) are clean and in working order.
- Report malfunctioning equipment to the supervisor immediately for repair or replacement.

3.5 Clutter-Free Environment

- Keep all aisles, workspaces, and exits clear of mail, supplies, and unnecessary items.
- Store supplies neatly in designated cabinets or storage areas.
- Remove items not related to mailroom operations.

4. Documentation and Records

- Daily cleaning and equipment checklists must be signed and retained for review.

- Incident reports to be filed for any lost, misplaced, or damaged mail.

5. Training

- All mailroom staff must receive initial and annual training on cleaning procedures, mail handling, and equipment use.
- Training records must be maintained by the supervisor.

6. Review and Compliance

- This SOP shall be reviewed annually or as required.
- Any deviations must be reported and corrective actions documented.

7. Revision History

Version	Date	Description	Author
1.0	2024-06-11	Initial SOP creation	Admin