

SOP Template: Window, Glass, and Mirror Cleaning Protocol

This SOP details the **window, glass, and mirror cleaning protocol**, encompassing the preparation, cleaning techniques, and safety measures required to effectively maintain the clarity and hygiene of glass surfaces. It includes steps for selecting appropriate cleaning agents, tools, and methods to prevent streaks and damage, as well as guidelines for handling fragile materials and working at heights. The protocol ensures consistent, high-quality cleaning results while prioritizing worker safety and environmental responsibility.

1. Purpose

To provide clear instructions for safely and effectively cleaning windows, glass, and mirrors while ensuring surface integrity and safety for personnel.

2. Scope

This protocol applies to all building maintenance personnel responsible for window, interior/exterior glass, and mirror cleaning within facility premises.

3. Responsibilities

- Cleaning staff: Follow procedures and use prescribed PPE.
- Supervisors: Ensure availability of cleaning supplies and proper equipment, and review compliance with safety standards.

4. Required Materials & Equipment

Item	Description
Cleaning solution	pH-neutral glass cleaner; avoid ammonia or abrasive agents on sensitive surfaces.
Spray bottle	For application of cleaning solution
Microfiber cloths	Lint-free, non-abrasive
Squeegee	For streak-free glass finishing
Extension pole	For hard-to-reach/high windows
Ladder/step stool	For accessing elevated surfaces. Must be stable and inspected before use.
Personal Protective Equipment (PPE)	Gloves, safety glasses, and non-slip shoes

5. Procedure

- 1. Preparation**
 - Inspect area for hazards and remove obstructions.
 - Ensure all equipment is clean and in good repair.
 - Wear appropriate PPE.
- 2. Select Cleaning Products**
 - Choose a non-abrasive, ammonia-free glass cleaner suitable for the surface.
 - Check labels for environmental safety and surface compatibility.
- 3. Initial Cleaning**
 - Remove dust and debris using a dry microfiber cloth.
- 4. Surface Cleaning**
 - Lightly spray the glass/mirror surface with cleaning solution.
 - Wipe in a top-to-bottom motion using a microfiber cloth or squeegee.
 - Use a dry part of the cloth to remove excess moisture and polish.

- 5. **Difficult Spots**
 - For stubborn stains or spots, apply cleaner directly and allow to dwell for 30 seconds before wiping.
 - Do not use blades or abrasive pads unless specified by the manufacturer.
- 6. **High/Hard-to-Reach Areas**
 - Use extension poles and/or stabilized ladders as needed.
 - Never overreach; reposition ladder as required.
- 7. **Post-Cleaning Inspection**
 - Check for streaks, missed spots, or drips.
 - Re-clean if necessary.
- 8. **Clean Up**
 - Return tools and unused chemicals to storage.
 - Dispose of used or soiled cloths according to facility guidelines.

6. Safety and Environmental Considerations

- Use only cleaning agents approved by safety data sheets (SDS).
- Ensure adequate ventilation to avoid inhaling vapors.
- Follow ladder and working-at-height protocol at all times.
- Report damaged or cracked glass immediately to the supervisor.
- Minimize water and chemical runoff into drains.
- Dispose of waste responsibly, following local environmental regulations.

7. Documentation

- Log completion of cleaning in facility maintenance records, noting date, personnel, and any issues identified.

8. Revision History

Date	Revision	Description
2024-06-10	1.0	Initial SOP template release