STANDARD OPERATING PROCEDURE

Cleaning Chemical Dilution SOP

Document no.	SOP-CLN-006
Revision	1.0
Owner	Safety Coordinator
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure cleaning chemicals are diluted, labeled and stored correctly so they work as intended and do not put crews or building occupants at risk.

2. Scope

Applies to contract cleaning crews mixing and handling concentrated cleaning chemicals at any client site. Bodily fluid spill response is covered by a separate SOP.

Definitions

Safety data sheet	A manufacturer document describing a chemical's hazards, safe handling, and first aid measures.
Dilution ratio	The proportion of concentrate to water stated on the product label, such as one part concentrate to sixty-four parts water.
Dosing system	A dispenser that automatically mixes concentrate and water to the correct ratio when filling a bottle or bucket.

3. Responsibilities

Cleaning Technician	Mixes chemicals at the correct ratio, labels containers, and stores products in the assigned location.
Site Supervisor	Checks that only approved chemicals are used on site and that dosing systems are calibrated.
Safety Coordinator	Maintains the approved chemical list, keeps safety data sheets current, and trains crews on safe handling.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Safety Coordinator
Maintain approved chemical list and safety data sheets	I	C	R/A
Mix and label chemicals	R	A	C
Calibrate dosing systems	I	R/A	C
Store chemicals securely	R	A	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Concentrated cleaning chemicals with original labels
- Dosing system or measuring cups
- Spray bottles and buckets with blank labels
- Safety data sheet binder or app
- Approved chemical list for the site
- Spill kit

Personal protective equipment

- Chemical-resistant gloves
- Eye protection when pouring concentrate
- Apron for handling concentrates

5. Procedure

Step	Task	Owner	Done
5.1	**Check the approved chemical list** Before opening any product, confirm it is on the site's approved chemical list and that its safety data sheet is on file or accessible in the app.	Cleaning Technician	☐
5.2	**Read the product label** Read the label for the correct dilution ratio, required PPE, and any surfaces or chemicals it must not be mixed with before opening the container. **Warning:** Never combine two chemical products, even ones that seem similar, as the mixture can release toxic fumes.	Cleaning Technician	☐
5.3	**Put on PPE** Put on chemical-resistant gloves and eye protection before opening or pouring any concentrated chemical.	Cleaning Technician	☐
5.4	**Use the dosing system where available** Where a dosing system is installed, use it to fill bottles and buckets so the ratio is set automatically rather than measured by hand. **Checkpoint:** Dosing systems are checked against a test strip or measured sample on a set schedule to confirm they are calibrated correctly.	Cleaning Technician	☐
5.5	**Measure manually when required** When no dosing system is available, measure concentrate with the marked cup or cap for that product and mix it into the correct amount of water, never estimating by eye.	Cleaning Technician	☐
5.6	**Add concentrate to water, not water to concentrate** Pour the measured concentrate into the water in the container rather than adding water to concentrate, to reduce splash-back risk.	Cleaning Technician	☐
5.7	**Label every container** Label every spray bottle and bucket with the product name and dilution date as soon as it is filled, even for short-term use. **Checkpoint:** No unlabeled bottle or bucket of diluted chemical is left in a work area.	Cleaning Technician	☐

Step	Task	Owner	Done
5.8	**Discard unused diluted solution** Discard diluted solution left over at the end of the shift rather than storing it for the next visit, unless the label specifically allows longer storage.	Cleaning Technician	☐
5.9	**Store concentrates securely** Return concentrated chemicals to the locked storage area, keeping them in their original containers and separated from incompatible products.	Cleaning Technician	☐
5.10	**Respond to a spill or splash** If chemical splashes on skin or eyes, flush with water immediately and check the safety data sheet for further first aid steps, then report the incident to the supervisor. **Warning:** Do not wait to finish a task before flushing a chemical splash from skin or eyes.	Cleaning Technician	☐
5.11	**Report low stock or damaged containers** Note any chemical running low, a damaged dosing system, or a leaking container in the work order app so it can be replaced.	Cleaning Technician	☐

6. Quality checks

- Every mixed container is labeled with the product name and dilution date.
- Dosing systems are calibrated and tested against the manufacturer's target ratio on schedule.
- Only chemicals on the approved list are found in use during site audits.
- Concentrated chemicals are stored locked and separated from incompatible products.

7. Records

- Approved chemical list
- Safety data sheet binder or app
- Dosing system calibration log
- Chemical incident or spill reports

8. KPIs

- Percentage of containers correctly labeled during spot checks
- Dosing system calibration pass rate
- Chemical-related incident count
- Chemical waste from over-mixing or expired dilution

9. Common mistakes

- Estimating dilution ratios by eye instead of measuring.
- Leaving a filled spray bottle unlabeled.
- Storing diluted solution for the next shift instead of discarding it.
- Mixing leftover chemicals together to save a container.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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