STANDARD OPERATING PROCEDURE

Cleaning and Disinfection SOP

Document no.	SOP-CLN-003
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To reduce the spread of germs on shared surfaces by pre-cleaning and disinfecting high-touch points correctly and consistently across a serviced site.

2. Scope

Applies to contract cleaning crews disinfecting high-touch surfaces in lobbies, corridors, elevators and shared equipment. Restroom fixture cleaning and chemical dilution ratios are covered by separate SOPs.

Definitions

High-touch point	A surface many people touch in a short time, such as a door handle, elevator button or handrail.
Dwell time	The amount of time a disinfectant must stay visibly wet on a surface to kill the germs listed on its label.
Cross-contamination	Spreading germs from a dirty surface or cloth to a clean one, usually by reusing the same cloth or solution across areas.

3. Responsibilities

Cleaning Technician	Pre-cleans and disinfects assigned high-touch points following the correct dwell time and cloth color coding.
Site Supervisor	Assigns disinfection zones, checks compliance with dwell times, and escalates outbreak response.
Facility Manager	Notifies the crew of illness reports on site and approves any increase in disinfection frequency.
Safety Coordinator	Confirms products used are on the approved list and reviews safety data sheets with the crew.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Facility Manager	Safety Coordinator
Select approved disinfectant for the task	C	R	I	A
Pre-clean and disinfect high-touch points	R	A	I	-

Activity	Cleaning Technician	Site Supervisor	Facility Manager	Safety Coordinator
Log disinfection activity	R	A	I	-
Activate outbreak response plan	I	R	C	A

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

4. Materials and PPE

Materials, tools and systems

- Approved disinfectant matched to the surface type
- Color-coded microfiber cloths by zone
- Detergent for pre-cleaning visibly soiled surfaces
- Spray bottles or pre-mixed solution containers
- Disinfection log or work order app
- Facility map with high-touch points marked

Personal protective equipment

- Disposable gloves
- Eye protection when spraying disinfectant

5. Procedure

Step	Task	Owner	Done
5.1	**Identify the high-touch points** Review the facility map or checklist for the zone and note every high-touch point to be covered, such as door handles, elevator buttons, handrails and shared equipment.	Cleaning Technician	☐
5.2	**Select the correct disinfectant** Confirm the product is on the site's approved list and matches the surface type, then check the label for the dilution ratio and required dwell time.	Site Supervisor	☐
5.3	**Put on PPE and prepare the solution** Put on gloves and eye protection, and verify a pre-mixed solution's strength or mix a fresh batch per the manufacturer's instructions. **Warning:** Never mix disinfectant products together, even ones that seem similar; combining chemicals can release harmful fumes.	Cleaning Technician	☐
5.4	**Pre-clean visibly soiled surfaces** Remove dirt, dust or grime with a detergent before disinfecting, since disinfectant cannot work properly through visible soil. **Checkpoint:** Visible soil is removed from a surface before disinfectant is applied to it.	Cleaning Technician	☐
5.5	**Apply disinfectant and hold dwell time** Apply disinfectant so the surface stays visibly wet for the full dwell time on the label, then let it sit undisturbed rather than wiping it off early. **Checkpoint:** Each treated surface stays visibly wet for the full dwell time on the product label.	Cleaning Technician	☐

Step	Task	Owner	Done
5.6	**Work zone by zone with dedicated cloths** Use a separate color-coded cloth for each zone and move through the area in one direction to avoid moving germs from a dirty section to a clean one. **Warning:** Reusing the same cloth or solution across zones spreads germs instead of removing them.	Cleaning Technician	☐
5.7	**Focus on high-touch points** Give extra attention to handrails, light switches, elevator buttons, shared phones and keyboards, since these are touched most often.	Cleaning Technician	☐
5.8	**Let surfaces air dry** Allow disinfected surfaces to air dry rather than wiping them dry immediately, so the active ingredient has time to finish working.	Cleaning Technician	☐
5.9	**Dispose of or launder cloths** Discard single-use wipes after one zone, and place reusable cloths in the soiled bag for laundering rather than reusing them on another zone.	Cleaning Technician	☐
5.10	**Escalate frequency during an illness report** When the facility manager reports an illness cluster on site, increase disinfection frequency for high-touch points per the outbreak response plan until told to stand down.	Site Supervisor	☐
5.11	**Log the disinfection activity** Record the zone, product used, and time of disinfection in the log or work order app for every round completed.	Cleaning Technician	☐
5.12	**Report supply or equipment issues** Note any low disinfectant stock, damaged spray bottles or missing signage in the work order app so it can be replaced before the next round.	Cleaning Technician	☐

6. Quality checks

- Every listed high-touch point is disinfected for the full dwell time on each round.
- No cloth or solution is used across more than one color-coded zone.
- Disinfection log entries match the rounds actually completed on site.
- Outbreak response frequency is applied within the timeframe set by the facility manager.

7. Records

- Disinfection log or work order app entries
- Safety data sheets for approved disinfectants
- Outbreak response activation records
- Supply and equipment issue reports

8. KPIs

- Percentage of high-touch points disinfected on schedule
- Average dwell time compliance on spot checks
- Time to activate elevated frequency after an illness report
- Disinfectant supply stock-out rate

9. Common mistakes

- Disinfecting a surface without pre-cleaning visible dirt first.

- Wiping a surface dry before the dwell time is complete.
- Reusing the same cloth across multiple zones.
- Mixing two disinfectant products to save time.

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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