

# Floor Cleaning and Mopping SOP

|                |                    |
|----------------|--------------------|
| Document no.   | SOP-CLN-004        |
| Revision       | 1.0                |
| Owner          | Site Supervisor    |
| Effective date | September 15, 2026 |
| Review cycle   | Every 12 months    |

## 1. Purpose

To keep hard floors clean and safe by following a consistent sweeping and mopping process that avoids slip hazards and floor damage.

## 2. Scope

Applies to contract cleaning crews mopping hard floors such as vinyl, tile and sealed concrete in commercial buildings. Carpet cleaning and restroom fixture cleaning are covered by separate SOPs.

### Definitions

|                   |                                                                                                                                          |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Wet floor sign    | A caution sign placed to warn people of a freshly mopped or wet floor until it is fully dry.                                             |
| Dust mopping      | Using a dry mop or broom to remove loose dirt and dust before wet mopping.                                                               |
| Two-bucket method | Mopping with one bucket of clean solution and a second bucket for wringing out dirty water, to avoid spreading dirt back onto the floor. |

## 3. Responsibilities

|                     |                                                                                                 |
|---------------------|-------------------------------------------------------------------------------------------------|
| Cleaning Technician | Sweeps, mops and dries assigned floor areas, places signage, and reports floor damage.          |
| Site Supervisor     | Confirms mop solution strength, checks floor quality, and schedules periodic floor maintenance. |
| Facility Manager    | Approves floor closure times and reports floor surface issues such as damaged tiles.            |

### RACI matrix

| Activity                                 | Cleaning Technician | Site Supervisor | Facility Manager |
|------------------------------------------|---------------------|-----------------|------------------|
| Set up safety signage                    | R/A                 | C               | -                |
| Mix mopping solution to correct strength | R                   | A               | -                |
| Sweep and mop the floor                  | R                   | A               | I                |
| Report floor damage                      | R                   | A               | I                |

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

## 4. Materials and PPE

### Materials, tools and systems

- Dust mop or broom
- Mop, mop bucket with wringer
- Approved floor cleaning solution
- Wet floor signs
- Corner and edging tool or small brush
- Floor cleaning checklist

### Personal protective equipment

- Non-slip closed shoes
- Disposable gloves

## 5. Procedure

| Step | Task                                                                                                                                                                                                                                                                                                                | Owner               | Done                     |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|
| 5.1  | <b>Clear the area and place signage</b><br>Move small obstacles and trip hazards out of the way, and place wet floor signs at every entrance to the area before starting.<br><b>Checkpoint:</b> A wet floor sign is visible from every entrance before mopping begins.                                              | Cleaning Technician | <input type="checkbox"/> |
| 5.2  | <b>Dust mop or sweep first</b><br>Dust mop or sweep the entire floor to remove loose dirt, grit and debris before applying any liquid, working from the far end toward the exit.                                                                                                                                    | Cleaning Technician | <input type="checkbox"/> |
| 5.3  | <b>Mix the cleaning solution</b><br>Mix the floor cleaning solution at the dilution ratio on the product label, using the two-bucket method with one bucket for clean solution and one for wringing.<br><b>Warning:</b> Using solution that is too strong can leave a sticky residue or damage some floor finishes. | Cleaning Technician | <input type="checkbox"/> |
| 5.4  | <b>Mop in sections</b><br>Mop one manageable section at a time using an overlapping figure-eight motion, working backward toward the exit so you do not walk on the wet floor.                                                                                                                                      | Cleaning Technician | <input type="checkbox"/> |
| 5.5  | <b>Change the solution when dirty</b><br>Rinse and refill the mop bucket with fresh solution once the water looks visibly dirty, rather than continuing to spread dirty water across the floor.                                                                                                                     | Cleaning Technician | <input type="checkbox"/> |
| 5.6  | <b>Detail edges and corners</b><br>Use the corner and edging tool to clean along baseboards, under fixtures and in corners the mop cannot reach.                                                                                                                                                                    | Cleaning Technician | <input type="checkbox"/> |
| 5.7  | <b>Treat stubborn spots</b><br>Apply extra solution and light agitation to gum, scuff marks or dried spills that did not lift during regular mopping, then rinse the spot clean.                                                                                                                                    | Cleaning Technician | <input type="checkbox"/> |
| 5.8  | <b>Allow the floor to dry</b><br>Leave the wet floor signs in place and allow the floor to air dry fully before reopening the area to foot traffic.<br><b>Checkpoint:</b> The floor is fully dry to the touch before any signage is removed.                                                                        | Cleaning Technician | <input type="checkbox"/> |

| Step | Task                                                                                                                                                                         | Owner               | Done                     |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------|
| 5.9  | <b>Inspect for missed spots</b><br>Walk the floor once it is dry and check under good lighting for streaks, missed spots or residue, and re-mop any area that does not pass. | Cleaning Technician | <input type="checkbox"/> |
| 5.10 | <b>Remove signage and return furniture</b><br>Once the floor is confirmed dry, remove the wet floor signs and return any furniture moved earlier to its original position.   | Cleaning Technician | <input type="checkbox"/> |
| 5.11 | <b>Report floor surface damage</b><br>Note any cracked, lifted or loose flooring found during cleaning in the work order app with the exact location.                        | Cleaning Technician | <input type="checkbox"/> |

## 6. Quality checks

- No streaks, residue or missed spots remain once the floor is fully dry.
- Wet floor signage is placed before mopping starts and removed only after the floor is dry.
- Mop solution is mixed at the dilution ratio on the product label.
- Edges, corners and baseboards are free of built-up dirt on spot checks.

## 7. Records

- Floor cleaning checklist
- Floor damage reports
- Solution dilution log where required by the site

## 8. KPIs

- Average floor drying time before reopening
- Slip or fall incident rate on cleaned floors
- Percentage of floor areas passing spot inspection
- Floor surface damage reports per month

## 9. Common mistakes

- Removing wet floor signs before the floor is fully dry.
- Mopping with dirty solution instead of changing it.
- Skipping the dust mop step and mopping over loose grit.
- Using too strong a solution and leaving a sticky residue.

## 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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