STANDARD OPERATING PROCEDURE

Restroom Cleaning SOP

Document no.	SOP-CLN-002
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To ensure restrooms in serviced buildings are cleaned, disinfected and restocked to a consistent standard that protects health and meets client expectations.

2. Scope

Applies to contract cleaning crews servicing public and employee restrooms in commercial buildings. Bodily fluid spills and chemical dilution 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.
Dwell time	The amount of time a disinfectant must stay wet on a surface to kill germs, as stated on the product label.
High-touch point	A surface many people touch in a short time, such as a door handle, flush lever or faucet.

3. Responsibilities

Cleaning Technician	Cleans and disinfects assigned restrooms, restocks supplies, and reports damage or low stock.
Site Supervisor	Assigns crews, checks restroom quality, and is the main point of contact for client issues.
Facility Manager	The client-side contact who reports restroom concerns and approves added supply orders.
Quality Auditor	Carries out periodic restroom inspections and scores cleanliness against the contract.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Facility Manager	Quality Auditor
Set up caution signage and PPE	R	A	-	-
Clean and disinfect fixtures	R	A	I	-
Restock dispensers and supplies	R	A	I	-

Activity	Cleaning Technician	Site Supervisor	Facility Manager	Quality Auditor
Report low stock or maintenance issues	R	A	I	-
Audit restroom cleanliness	I	C	I	R/A

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

4. Materials and PPE

Materials, tools and systems

- Restroom cleaning caddy with color-coded cloths
- Toilet bowl brush and holder
- Approved disinfectant labeled for restroom use
- Glass cleaner for mirrors
- Mop, bucket and wet floor signs
- Paper towel, tissue and soap refills
- Restroom cleaning checklist

Personal protective equipment

- Disposable gloves
- Eye protection when spraying disinfectant
- Non-slip closed shoes

5. Procedure

Step	Task	Owner	Done
5.1	**Place signage and put on PPE** Place a wet floor sign at every entrance before starting, put on gloves and eye protection, and confirm the restroom is unoccupied. **Checkpoint:** No one enters the restroom without seeing the wet floor sign first.	Cleaning Technician	☐
5.2	**Remove trash and top up paper** Empty waste bins and sanitary disposal units, replace liners, and top up toilet paper before cleaning fixtures so they are not touched again afterward.	Cleaning Technician	☐
5.3	**Apply disinfectant to fixtures** Apply the approved disinfectant to toilets, urinals, sinks and stall partitions, and leave it on the surface for the dwell time stated on the product label. **Warning:** Never mix disinfectant with other chemicals, and ventilate the room if fumes build up.	Cleaning Technician	☐
5.4	**Clean toilets and urinals** Scrub the bowl, rim, seat and exterior with the toilet brush, working from the cleanest fixture to the dirtiest, then flush to rinse.	Cleaning Technician	☐
5.5	**Clean sinks, counters and mirrors** Wipe sinks, faucets and counters with a disinfected cloth, then clean mirrors with glass cleaner and a separate cloth to avoid streaks.	Cleaning Technician	☐

Step	Task	Owner	Done
5.6	**Disinfect high-touch points** Wipe door handles, flush levers, faucet handles, soap dispenser buttons and light switches with a fresh disinfected cloth. **Checkpoint:** Every high-touch point on the checklist is wiped, not just the fixtures that look visibly dirty.	Cleaning Technician	☐
5.7	**Mop the floor** Sweep or dust mop first, then wet mop the floor from the far corner toward the door using the approved disinfectant solution.	Cleaning Technician	☐
5.8	**Restock dispensers** Refill soap, hand sanitizer, paper towels and toilet paper to the par level shown on the checklist, and check that each dispenser is working.	Cleaning Technician	☐
5.9	**Check ventilation and odor control** Confirm exhaust fans are running, check floor drains for odor, and apply an approved odor control product if needed.	Cleaning Technician	☐
5.10	**Report damage or low stock** Log any broken fixtures, leaks, or supplies running low in the work order app, including the exact restroom location.	Cleaning Technician	☐
5.11	**Final check and remove signage** Walk the restroom against the checklist, confirm every surface is dry and stocked, then remove the wet floor sign once the floor is fully dry. **Checkpoint:** The floor is fully dry before the wet floor sign is removed.	Cleaning Technician	☐

6. Quality checks

- All high-touch points are disinfected for the full dwell time on every visit.
- Dispensers are stocked to par level with no empty units at the end of a visit.
- No streaks are left on mirrors or stainless steel fixtures during spot checks.
- Wet floor signage is in place at every entrance any time the floor is wet.

7. Records

- Restroom cleaning checklist
- Supply restock log
- Maintenance and damage reports
- Quality audit scores

8. KPIs

- Percentage of high-touch points disinfected per audit
- Dispenser stock-out rate
- Average restroom cleaning time
- Client complaint rate for restrooms

9. Common mistakes

- Removing the wet floor sign before the floor is fully dry.
- Wiping high-touch points with a cloth already used on the floor.
- Cutting the disinfectant dwell time short to finish faster.
- Restocking dispensers after cleaning fixtures instead of before.

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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