ACE CORE CLEANING

COMMERCIAL CLEANING

STANDARD OPERATING PROCEDURE

This SOP outlines standard procedures for commercial cleaning assignments. Cleaners must follow the site-specific scope of work, scheduled service requirements and instructions provided by management.

1. BEFORE STARTING THE ASSIGNMENT

- Review the site scope, cleaning schedule, site instructions and client requirements.
- Arrive at the agreed time and follow approved sign-in, access and security procedures.
- Confirm required supplies and equipment are available and in working condition.
- Identify restricted areas and site-specific safety instructions.
- Report access problems, missing supplies or unclear instructions to management.

2. GENERAL CLEANING STANDARDS

- Complete all tasks listed in the site checklist or service agreement.
- Work in an organized order to avoid missing areas.
- Use products and equipment as directed and only on suitable surfaces.
- Use appropriate cloths and tools for different areas to reduce cross-contamination.
- Remove visible dust, dirt, fingerprints, marks and debris from included areas.
- Keep supplies organized and do not leave wet floors or equipment creating hazards.

3. AREA-BY-AREA PROCEDURES

- Offices & work areas: Dust and wipe accessible desks, counters, tables and agreed surfaces. Clean included touchpoints. Follow site instructions around confidential documents and personal belongings.
- Washrooms: Clean and disinfect toilets, urinals, sinks, taps, counters and included fixtures. Clean mirrors, remove visible soap residue and clean floors. Restock products only when included and supplies are provided.
- Kitchenettes & break areas: Clean agreed counters, sinks, taps, tables and appliance exteriors. Remove visible spills and food debris. Do not discard personal items without authorization.
- Entrances, hallways & common areas: Clean included surfaces and touchpoints. Vacuum mats and carpets or sweep and mop hard floors. Keep exits and walkways clear.

4. FLOOR CARE

- Use the correct method for each floor type and follow site instructions.
- Vacuum carpets and mats; sweep or dust-mop hard floors before wet cleaning where appropriate.
- Use floor products and machines only when trained and authorized.
- Place wet-floor signs during wet-floor work and remove them only when floors are safe and dry.
- Report damaged flooring, unsafe spills or other floor hazards promptly.

5. HEALTH, SAFETY & SITE SECURITY

- Follow site safety rules and product label instructions, including protective equipment requirements.
- Never mix cleaning chemicals. Store chemicals securely.
- Use ladders, machines and specialized equipment only when trained and authorized.
- Keep fire exits, hallways and emergency equipment accessible.
- Secure doors and follow key, alarm, access-card and sign-out procedures.

6. CLIENT PROPERTY & CONFIDENTIALITY

- Treat the building, fixtures, equipment and occupants' property with care.
- Do not open desks, cabinets, drawers or storage areas unless required by the assignment.
- Do not read, photograph, share or disclose confidential business information.
- Do not use client equipment or supplies for personal purposes.
- Report lost property or items found on site to management.

7. ADDITIONAL WORK & SCOPE CHANGES

- Contact management before doing work that may change the scope or require additional compensation.
- Describe the requested work and provide photos or details when helpful.
- Wait for written management approval before performing chargeable additional work.
- Do not independently change the agreed job price or negotiate extra charges with the client.

8. DAMAGE, INCIDENTS & MAINTENANCE REPORTING

- Promptly report damage, broken fixtures, leaks, pest concerns, safety hazards or security issues.
- Where safe, take a close-up photo and a wider photo showing the location.
- Provide a short written description of what happened or was observed.
- Report injuries, exposures or immediate danger without delay and follow site emergency procedures.
- Do not attempt repairs or handle hazards beyond your training or authorization.

9. FINAL SITE INSPECTION

- Review the assigned checklist and confirm all agreed tasks are complete.
- Check washrooms, work areas, common areas and floors included in the assignment.
- Remove cleaning equipment and supplies from public or occupied areas.
- Leave the site secure and follow closing, alarm and sign-out instructions.
- Submit required completion confirmations, photos or notes to management.

10. CLEANER COMPLETION CHECK

BEFORE LEAVING THE SITE
☐ All assigned tasks completed
☐ Washrooms and common areas checked
☐ Floors cleaned and hazards addressed
☐ Equipment and supplies put away
☐ Site security procedures followed
☐ Damage or maintenance issues reported
☐ Required completion notes submitted

IMPORTANT – SCOPE & APPROVAL
Complete the work agreed for the assignment and follow site-specific instructions. Any additional work expected to result in extra compensation or a change to the scope must be approved in writing by Ace Core management before proceeding. The applicable subcontractor agreement and written assignment terms govern.