

Comprehensive Housekeeping Manual for Corporate Buildings

1. Purpose

The purpose of this manual is to establish a standardized cleaning and maintenance procedure for corporate buildings. It aims to ensure cleanliness, hygiene, and a professional image throughout the facility while supporting the well-being and productivity of all building occupants.

2. Scope

This manual applies to all areas within the corporate building including workspaces, meeting rooms, restrooms, cafeterias, corridors, staircases, lobbies, and exterior surroundings. It covers both routine cleaning and periodic deep cleaning activities performed by in-house or outsourced housekeeping teams.

3. Cleaning Frequency and Timings

- **Morning Shift (6:00 AM - 10:00 AM):** Pre-opening cleaning, restroom sanitization, dusting of desks and furniture, emptying bins, floor mopping.
- **Day Shift (10:00 AM - 2:00 PM):** Maintenance cleaning of common areas, washroom checks every 2 hours, cafeteria cleaning post-lunch.
- **Evening Shift (2:00 PM - 6:00 PM):** Final cleaning round before office closure, waste disposal, restroom deep cleaning, glass cleaning.
- **Weekly (Saturdays or off-hours):** Deep cleaning of carpets, furniture polishing, high-level dusting, and disinfection.
- **Monthly:** Cleaning of ceiling vents, light fixtures, signage, and exterior glass façades.

4. Responsibilities

- **Housekeeping Supervisor:** Prepare daily cleaning rosters, monitor staff attendance, inspect completed work, and maintain chemical stock records.
- **Housekeeping Staff:** Execute tasks as per assigned area, maintain safety and hygiene standards, and report any maintenance defects immediately.
- **Facility Manager:** Review cleanliness reports, coordinate with vendors, and ensure compliance with company health and safety policy.

5. Standard Cleaning Procedures

- Always wear appropriate PPE: gloves, mask, and apron.
- Ensure all cleaning equipment (mops, vacuum, buckets) are clean before use.
- Begin cleaning from top to bottom and from inside to outside of each room.
- For office areas: Dust desks, clean glass partitions, and disinfect frequently touched surfaces like door handles and switches.

- For restrooms: Clean and disinfect sinks, toilet seats, floors, and urinals using approved disinfectants. Refill tissue and soap dispensers regularly.
- For cafeterias: Wipe tables after every meal session and disinfect surfaces at the end of the day.
- Always use color-coded cleaning materials to prevent cross-contamination (e.g., red for toilets, blue for glass, green for general surfaces).

6. Waste Management and Disposal

- Segregate waste into categories: Dry Waste (paper, plastic), Wet Waste (food waste), and Hazardous Waste (chemical containers).
- Use clearly labeled and color-coded bins: Blue for dry, Green for wet, Red for hazardous.
- Bins should be emptied at least twice a day and disinfected daily.
- Collected waste should be transported to the designated disposal area following local municipal waste management rules.

7. Cleaning Materials and Equipment

- Microfiber cloths, mops, vacuum cleaners, floor scrubbers, glass squeegees, disinfectant sprays, air fresheners, and signage ('Wet Floor').
- All cleaning chemicals must be eco-friendly and approved by the Facility Management Department.
- Equipment should be maintained regularly and stored in the designated janitor room after use.

8. Inspection and Reporting

Supervisors must conduct routine inspections twice daily (morning and afternoon) using a cleanliness checklist. All discrepancies, such as uncleaned areas or maintenance issues, should be recorded in the daily logbook and addressed within 24 hours. Monthly review meetings should be conducted to assess housekeeping performance and improvement actions.

9. Health, Safety, and Training

All housekeeping personnel must undergo safety induction training covering chemical handling, electrical safety, and emergency evacuation. Periodic refresher training sessions should be held every six months. Proper signage ('Wet Floor', 'Under Cleaning') must be displayed to avoid accidents. First aid kits must be available in janitor rooms, and emergency contact numbers displayed prominently.

10. Record Keeping and Documentation

The housekeeping supervisor shall maintain the following records: Daily Cleaning Checklist, Chemical Stock Register, Incident Reports, and Equipment Maintenance Log. All documents should be reviewed and signed by the Facility Manager weekly for compliance tracking.

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