

Check this template against your local regulations and your own policies before you use it.

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To make sure every cleaner uses, stores and disposes of cleaning chemicals safely, so nobody is harmed and client sites aren't damaged.

Scope

All cleaning chemicals the company buys, stores or uses, at the depot and at every client site. It applies to every cleaner, supervisor and manager.

Responsibilities

Role	Responsibility
Cleaner	Uses only approved chemicals, as trained, with the right protection, and reports spills, exposure and damaged containers.
Supervisor	Trains cleaners, keeps safety data sheets on site, checks storage and use during audits, and responds to incidents.
Operations manager	Approves which chemicals are used, keeps the chemical register up to date, and reviews incidents.

Definitions

Safety data sheet (SDS): The supplier's document for each chemical, setting out its hazards, safe handling, protective equipment, first aid and spill response.

Dilution ratio: How much chemical to add to how much water, as set by the manufacturer, such as 1 part to 40.

What you need

- The chemical register and a safety data sheet for every product
- Labelled spray bottles and dispensing or dilution equipment
- Gloves, eye protection and any other protection the safety data sheet requires
- A spill kit at the depot and in each site's cleaner's store

Procedure

1. Use only approved chemicals

Use only products on the company's chemical register, supplied by the company. Never bring chemicals from home or use a client's without approval.

2. Read the label and safety data sheet

Before using a product for the first time, read its label and safety data sheet, and know its hazards and first aid.

3. Dilute and decant correctly

Use the dispensing system or measure to the manufacturer's ratio, with cold water unless the label says otherwise. Decant only into a container labelled with the product name.

Caution: Never mix chemicals, such as bleach with acids or ammonia. Mixing can release toxic gas.

4. Wear the right protection

Wear the gloves, eye protection and other equipment the safety data sheet requires, and ventilate the area while you work.

5. Store and transport safely

Keep chemicals in their labelled containers, upright, in a locked or out-of-reach store, away from food and incompatible products. Secure them in vehicles.

6. Deal with spills

Keep people away, put on protection, contain the spill with the spill kit, clean it up as the safety data sheet says, and report it to your supervisor.

7. Respond to exposure

Follow the first aid on the safety data sheet, such as rinsing eyes or skin with running water for 15 minutes, get medical help if needed, and report it.

- Take the product label or safety data sheet with the person to medical care
- Record the incident the same day

8. Dispose of chemicals and containers

Dispose of unused product and empty containers as the label and your local rules say. Never pour concentrate down a drain unless the label allows it.

Records

- The chemical register, with a current safety data sheet for every product.
- Training records showing each cleaner was trained on chemical safety and the products they use.
- Spill and exposure incident reports, and what was done about them.
- Audit notes on chemical storage and use at each site.

Related documents

- Cleaner induction checklist
- Incident reporting procedure
- Cleaning quality audit checklist

Revision history

Version	Date	What changed	Approved by