

## APPENDIX G

# Standard Operating Procedures Sample

### G.1 Summary

From the request in the Airport Manager's Survey, the survey respondent from Blue Grass Airport (LEX) shared their Standard Operating Procedures (SOPs) for Restroom Maintenance and Care. While LEX is a small hub, the outline generally applies for cleaning airports of all sizes, with specificity to the airport's cleaning philosophy, vendor relationships, etc. The SOP should be reviewed periodically and updated, especially after each restroom construction project.

**Blue Grass Airport SOP- Standard Operating Procedures  
For Restroom Maintenance and Care**

**Our main objective:**

Is to effectively clean and prevent cross – Contamination into other areas of this Facility. We want to present a clean

Healthy smelling and visually appealing restrooms that is well maintained daily for the General public and our Internal, external traveling guests and tenants this is our Daily goal.

**Each Cart should be stocked with the following items, supplies & Equipment.**

**#1.**Broom and Dust pan

**#2.** Caution, Safety &Wet Floor Sign

**#3.**Restroom Closed Signed

**#4.**Disinfectants w/ Properly Labeled spray bottles

**#5.**Drain maintainer Chemical w/ enzyme eater

**#6.**Brown Sanitary Garbage Bags

**#7.****Latex Nitrile Synthetic/ Vinyl Gloves / Safety Glasses and Vinyl aprons should be worn over clothes when making up mop water or filling any spray bottles.**

**# 8.**Glass Cleaners,10 to14 inch Window Squeegee w/ Window Washer and Adjustable Handle

**# 9.**Handheld Scrubbing & magic Pads

**#10.**Foam Hand Soap/ Papers Towels /Toilet Paper Cleaning Rags

and AA-Batteries/ For Dispenser's Universal Screw Driver

**#11.**D

**#12.**Aerosol Deodorizers

**#13.**Mop Bucket/ Wringer and 24oz Green Mop restrooms only-

**#14.**Toilet Bowl Disinfectants W/Bowl Brush and caddy

**#15.**Clorox Bleach Disinfectant wipes

**#16.**Stainless steel cleaner

**#17.**Box of Brill seat covers

**#18.**Small Duster and Large Duster w/ extension pole

**#19.**Small Scraper& Small Tooth Brush for Faucets

**Prepping the Restroom.**

**Step 1)**

**A.** Announce yourself as Housekeeping before going in restroom.

**B.** Check to make sure restroom is empty then place closed restroom Sign in front of doorway.

**C.** Place Cart in front of entrance way so that potential users can see you are working in the restroom. Now start cleaning Process.

**D.** As you are doing your daily restroom cleaning if you find anything that is not working correctly report it to your crew leader or supervisor so that a work order can be made to correct the problem.

**Daily Cleaning**

**Step2.)**

**A.** Visually check the appearance of the restroom pickup any and all debris from floor and on countertops and remove all trash and replace trash bags as needed.

**B.** Check and restock all paper products and other supplies as needed ( toilet paper, paper towels seat covers paper and plastic) make all dispensers are working correctly .

**C.** Check all soap dispensers and refill as needed change out batteries also as needed.

**D.** Wipe down all exterior surfaces and toilets / Urinals / hand dryers and walls as needed w/ Disinfectant cleaner / clean all faucets w/ non acidic cleaner, Also all sinks should be cleaned daily as needed

(Also clean outsides of towel dispenser's w/ glass cleaner daily).

E. Dust the tops of all partition and clean Mirrors and all vents .

F. Mop floor as needed W/ Disinfectant cleaner per shift.

G. All stainless steel partitions should be cleaned w / stainless steel cleaner and the top ledges dusted also.

H. Check all lights and replace as needed. If for some reason you cannot change out a light report it to your crew leader or supervisor or to Operations so a work order can be made.

I. **Once floor has dried remove all floor signs (NEVER walk away and leave floor wet and unattended for any reason. Do not leave floor signs outside of restrooms overnight for long period of time.**

#### **Weekly Cleaning Procedures**

##### **Step 3.)**

- A.** Clean and scrub all interiors surfaces of toilet / Urinals with a toilet bowl cleaner. Wipe down all exterior surfaces, including toilet seats, with a disinfectant cleaner wipe toilet seat dry after cleaning.
- B.** Wipe down and disinfect all surfaces including door handles, light switches, countertops, partitions and dispensers.
- C.** Clean all mirrors with glass cleaner and remove all fingerprints and marks.
- D.** Use a germicidal / non acidic surface cleaner to wipe down the sinks and faucets and handles. Also use CLR cleaner to remove hard water lime deposit's from around faucets and rust stains from urinals- always wear gloves, make sure all Faucets are working per your shift before you leave. ( If a Faucets is not working try to get it working check to see if outlet is on, If not report to crew leader or opts to get it back working.
- E.** Dust mop, sweep and wet mop the entire floor use floor dryers to help dry floor as needed.

#### **Monthly Restroom Cleaning procedures**

##### **Step4.)**

**A.** Deep clean with Kaivac cleaning system

**B1.** As you are doing your monthly cleaning of restrooms be sure to run water down drains

**B 2.**See Training Video for proper Cleaning Procedures.

**C.** Everyone Please Understand that It's your responsibility to keep up with the chemicals and tools that you use on your cart daily.

Your cart is not to be left out in the sterol or secure areas unattended at any time. If you are working on changing out batteries for a dispenser, or doing anything that requires tools, and you have to leave your work areas for any reason, your cart cannot be left unsecure anywhere in the security areas. Lock it in a secure room.