





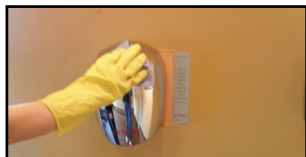


Cloth	Green
PPE	<ul style="list-style-type: none"> • Rubber gloves * • Disposable plastic aprons * • Disposable gloves *  
Chemicals	<ul style="list-style-type: none"> • Sanitiser * • Heavy duty toilet cleaner * • Glass cleaner * • Air freshener * • Spill powder • Citrus degreaser • Toss blocks • Graffiti remover • Odour eliminator
Reference	<ul style="list-style-type: none"> • Safety policies • COSHH manual • Risk assessment manual • A4 handwash poster • SOP B0007 - Duty manager pre-opening toilet checks • SOP B0012 - Disabled access and facilities • SOP B0036 - Use and cleaning of a 'Changing Places' facility • SOP B0063 - Use of vacuum cleaners • SOP OF0002 - Disposable cloths • SOP OF0003 - Dealing with a spillage • SOP OF0031 - Waste management
Equipment	<ul style="list-style-type: none"> • Toilet cleaning caddy (fully stocked with all items marked with * in the equipment, chemicals and PPE sections). A list of expected contents can be found on the toilet caddy sticker - POS code 'toiletcadstk'. • Green cloth * • Blue roll * • Spare soap for dispensers * • Key to access soap dispensers * • Key to access toilet roll holders * • Squeegee * <p>These items must also be available:</p> <ul style="list-style-type: none"> • Clean toilet brush • Radar key • Spare toilet rolls for the dispenser • Sink plunger • Yellow hazard warning sign (Wet Floor or Cleaning in Progress) • A dust pan and brush • A green mop and bucket • Bin bags • Vacuum cleaner
 VideoSOP	To be used together with this written SOP. Tap here to play 

Step 1		<ul style="list-style-type: none"> • The duty manager must allocate employees on the daily planner to complete toilet checks a minimum of every hour. • Employees must be aware to check the daily planner to confirm the time they have been allocated. • Employees must wear rubber gloves and a plastic disposable apron when completing cleaning tasks.
Step 2		<ul style="list-style-type: none"> • Male, female, access toilets and changing places facility (where provided) must be checked as a minimum every hour. • If possible, a male member of the team should complete the gents toilet check and a female member of the team should complete the ladies toilet check. Either can check the access toilet and changing places facility. • When completing the toilet checks, a fully stocked toilet cleaning caddy must be used.

How to complete hourly toilet checks

Step 3



The following must be checked hourly, and cleaned as required:

Clean the following, as required, using a green cloth and sanitiser:

- Sinks, surfaces and taps. Where sinks are recessed into the vanity top, use the squeegee to move any water from the vanity top into the sinks.
- Soap dispensers and toilet roll holders.
- Hand contact points, including door handles, push pads, locks and flush buttons or handles.
- Hand rails (in access toilet and changing places facility).
- Baby change unit.

Clean the following, as required, using glass cleaner and blue roll:

- Mirrors.
- Hand dryers.
- All chrome.
- POS poster cabinets.
- Toilet check sheet frame.
- External sections of any machines.

Where necessary:

- Using a toilet brush and toilet cleaner, clean the toilet bowl and flush the toilet.
- Spray the toilet seat and lid with sanitiser and then wipe clean with toilet roll. Dispose of the toilet roll in the toilet and then flush it.
- Use a green cloth and sanitiser to clean the urinals. Dispose of this cloth in a general waste bin immediately after use.

Step 4



Check nappy bins:

- Are in the correct location with a yellow bin bag in place.
- Are not overflowing.
- Are clean and with the lid closed.



Check sanitary bins:

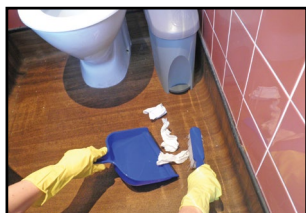
- Are in the correct location - one per cubicle in the ladies toilets, and one in a cubicle in the gents toilets. The relevant cubicle in the gents must have a male incontinence sticker (POS code - inconstickerA5) displayed on the door.
- Are not overflowing.
- Are clean and with the lid closed.
- Report issues to the duty manager.



Check general waste bins:

- Are not overflowing.
- Empty as required. Refer to SOP OF0031 - Waste management.
- A bin bag must be in place in all general waste bins.

Step 5



- Remove all litter and debris from the floor using a dust pan and brush.

- If a spillage is noted, place a 'Cleaning in Progress' or 'Wet Floor' hazard warning sign in the area. Mop and dry. Once the area is dry, remove the hazard warning sign.




- Pay particular attention to the floor beneath the urinals and hand dryers. Failure to promptly clean up spillages in this area may lead to staining of the floor.

- Check walls and doors are clean. Use graffiti remover to remove stubborn marks and graffiti.



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How to complete hourly toilet checks

Step 6		<p>Check the following:</p> <ul style="list-style-type: none"> • Toilet roll is accessible when fitted into the holder. • Soap dispensers are working. • Hand dryers are working. • Flushers, locks and coat hooks are in place and working. • Sinks and toilets are not blocked. • The ventilation is working. • All lights are working. <ul style="list-style-type: none"> • Restock soap and toilet roll as required. • If required, spray air freshener upwards into the corners of the room - maximum 2 sprays.
Step 7		<ul style="list-style-type: none"> • The toilet check sheet must be signed and the time recorded once company standards are achieved. • Toilet check sheets must never be signed in advance of the check being completed. • Missed toilet checks must never be back filled on the toilet check sheet.
Step 8		<p>Report any of the following immediately to the duty manager:</p> <ul style="list-style-type: none"> • Cleaning chemicals are low or have run out. • Cleaning equipment is not in good condition. • Ventilation not working. • Lighting not working. • Maintenance issues. • Services or water supply issues. • Cleaning issues that cannot be rectified. • Missing toilet check sheets or POS. • Any cubicles, urinals or toilets that are out of order. <ul style="list-style-type: none"> • Store the fully stocked cleaning caddy and supplies in an area accessible to employees only. • Ensure cleaning cupboards and void areas are kept locked when not in use. • All reported issues relating to standards in the toilets must be dealt with immediately. • If issues within a cubicle cannot be rectified, close the specific cubicle off and display an 'out of order' sign. • Only change light bulbs when safe to do so. • Employees completing toilet checks must wash hands thoroughly before leaving the toilets. • Maintenance issues must be reported via the property maintenance system. • If bodily fluids are found in the toilets, use spill powder. Refer to SOP OF0003 - Dealing with a spillage. • If nappy bins or sanitary bins are overflowing, do not attempt to remove the spillage. Lock off the cubicle and report it to the duty manager. • The duty manager must place a call out with the sanitary waste contractor. Review the frequency of the sanitary waste collection service.