



Cleaning Shift Handover SOP

Transfer unfinished cleaning work, restrictions and next actions to a receiving shift that confirms responsibility.

Library resource updated 2026-10-28. Assign your own approved document version and effective date.

Document control

Organization and site _____

Document ID and approved version _____ Effective date _____

Process owner Site cleaning supervisor Assigned person _____

Reviewer and approver _____ Next review _____

Purpose and boundary

Give the receiving crew a reliable starting position and explicit ownership of open work when a cleaning shift changes.

Starts before a routine cleaning shift ends and finishes when a named receiving lead or supervisor accepts the handover. Transfers work status, not permission to release an area or perform specialist work. Excludes security bypass instructions and emergency command.

Responsibilities and preparation

- Outgoing lead: reconciles scheduled work with actual conditions and explains exceptions.
- Receiving lead: checks priorities and accepts the next actions within their authority.
- Supervisor: owns gaps when the receiving shift is absent or unable to accept.

Have ready Current shift task list and site scope; Secure handover log and open work references; Approved access and escalation contacts

Adapt before use

- Set the handover time, overlap and approved communication channel.
- Define status labels and who may accept actions when a lead is absent.
- Name urgent restrictions and the site's escalation route.
- Specify authorized access references and record permissions; exclude codes.

Pilot the adapted method with authorized personnel. Resolve gaps and record approval before independent use. This resource is not a certification or technical authorization.

Worked example

Example only: The evening team could not enter meeting room B. The log says Blocked, not Done. The morning lead accepts the action to confirm authorized access, with an update due before the room's next use. The task stays Open until cleaning and its check are recorded.

METHOD / FIRST ACTIONS

Procedure steps 1 to 4

01 Reconcile the outgoing shift

Compare every scheduled area and task with the work record. Mark Done, Open, Blocked or Not applicable with a reason. Keep a room that was not entered separate from rooms actually cleaned.

Acceptance check: Every scheduled item has a factual status; no blank is treated as Done.

Record: Site reference, shift, task status and reason.

02 Describe each open issue

Give each unfinished item a reference, exact location, observed condition and next action. Identify relevant client instructions or work-order references. Distinguish a new request from work already authorized.

Acceptance check: The receiving crew can locate the issue and understand the next decision.

Record: Issue reference, location, factual note and source instruction.

03 Carry restrictions forward

List affected areas that remain restricted, inaccessible or awaiting an authorized decision. Pass access references through the approved route without recording codes or key-safe details. Escalate an urgent concern using the site plan.

Acceptance check: The next team can identify restrictions without receiving insecure access details.

Record: Restriction, approved reference and escalation status.

04 Check operational readiness

Report unavailable equipment and supply shortages that will affect the next tasks. Identify approved alternatives or the person arranging replacement; do not claim stock is available merely because it was ordered.

Acceptance check: The next lead can distinguish available resources from pending supplies.

Record: Unavailable item, affected task and replacement owner.



Complete the procedure

05 Exchange and cross-check

Review the log together using the agreed channel and, where practical, inspect the key locations. Ask the receiving lead to restate the first actions, restrictions and escalation point. Resolve conflicting versions before acceptance.

Acceptance check: Both leads agree what remains open and what must happen first.

Record: Participants, exchange time and corrections to the log.

06 Accept ownership explicitly

Assign each open action to a receiving person with a target or next update time. Record their acceptance; sending a message alone does not transfer responsibility. Refer unaccepted actions to the named supervisor.

Acceptance check: Every open action has an accepted owner or an explicit supervisor escalation.

Record: Action, accepting owner, time and unresolved transfer.

07 Verify the next shift starts

The receiving lead checks the highest-priority actual conditions before starting affected work. Record any changed condition and revise the plan with the supervisor. Close an issue only after the action and its required check are complete.

Acceptance check: Starting conditions match the handover or a change is recorded and assigned.

Record: Initial cross-check, changed conditions and later closure reference.

Exceptions and escalation

No receiving lead is available

Send the log through the approved channel and escalate to the designated supervisor. Keep actions Unaccepted until a responsible person confirms; do not invent a signature.

Status conflicts with the actual area

Pause the affected task, preserve both observations and ask the supervisor to reconcile them. Correct the log without deleting the earlier entry.

Urgent restriction has no accepted owner

Use the site's escalation plan before treating the handover as complete. A routine shift note does not replace emergency reporting.



Handover and follow up record

Complete this record for an actual use. Keep supporting evidence in your approved system; exclude passwords, access codes and unnecessary personal details.

RECORD FIELD	ENTRY
Site and outgoing and receiving shifts	
Open issue and exact location	
Restriction and current status	
Next action and accepted owner	
Acceptance and target time	
Receiving cross check result	
Supervisor escalation reference	

Final checks

- Task completion and transfer acceptance are separate decisions.
- No access code or private customer record appears in the shared log.
- No open issue is closed simply because the outgoing shift ended.

Show the approved method

- Film a dummy shift log showing one completed task and one blocked room.
- Demonstrate the two-way exchange and the receiving lead's restatement of priorities.
- Show acceptance of an action without closing the unfinished task or exposing access details.

Record with permission, use dummy records and remove private details. Review any generated draft against the demonstration before team use. Check current access and video limits at vid2sop.com.

Template source: <https://vid2sop.com/sop-templates/cleaning-shift-handover-sop/>

Background references provide context, not endorsement: <https://www.hse.gov.uk/humanfactors/topics/shift-handover.htm> ;
<https://www.osha.gov/cleaning-industry>

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