

## **Standard Operating Procedure for Housekeeping**

### **Attendance & Handing/Taking Over**

1. Morning team arrives at 07:00 AM and leaves at 03:00 PM.
2. Evening team arrives at 02:00 PM and leaves at 10:00 PM.
3. Evening team will take over the area by Morning team at 03:00 PM.

### **Area of Responsibility**

1. All team members are divided/given a certain area for which they are responsible for housekeeping.
2. Nominated members are selected as Building Supervisors.
3. They are responsible for cleaning of concerned washrooms, halls, offices, classes and stairs.
4. For Roads and Inside parking, separate housekeepers are nominated.
5. Outside buildings area housekeepers clean the area as well as collect and submit the waste at waste point.
6. Concerned housekeeper will be responsible to collect the waste of his/her area and properly pack it in the shopper while submitting to waste point.
7. He / She is responsible to clean the windows as well as the doors and walls of the area.
8. Building Supervisor will be responsible to take the round of the building as well as to clean his designated area.

### **Waste Management**

1. Waste will be collected and submitted at waste point.
2. Morning team will collect and submit the waste at 02:30 PM.
3. Evening team will collect and submit the waste at 09:30 PM.
4. Total submitted waste will be collected by the Vendor twice in a day from waste point.
5. Waste should be packed in shoppers.
6. Paper waste and general waste managed separately.

### **Discipline**

1. Housekeepers should be wearing proper uniform.
2. They will wear UMT's ID Card in the neck all the time in Campus.
3. They are not allowed to Miss behave with anyone if it is a student or staff.
4. They talk with each other or with someone else with respective way.

### **Leave / Absent Management**

1. Only 2 leaves are allowed in a month on prior notice to the concerned supervisor.
2. Leave will be only granted after the approval of the supervisor.
3. More than 2 leaves or leave without approval of supervisor will be mark as absent.
4. Habitual person will be warned in writing by the supervisor.

### **Check List Management**

1. Housekeeping check lists will display in the washrooms on daily basis.
2. Area Supervisors will take the round and mark the check lists.
3. Check lists will be submitted to the concerned Officer at the end of the day.

### **Review**

The policy will be reviewed after every two years.