

Window and Door Cleaning Policy

Date of first issue	November 2013
Document Reference	GEN006
Version	2.0
Revised Date	Reviewed Aug 15

Contents

Section 1 – Introduction

- 1.1 Context
- 1.2 Purpose
- 1.3 Scope

Section 2 – Procedure

- 2.1 **Exterior Windows and Doors**
- 2.2 **Interior Windows and Doors**
- 2.3 **Poster Holders**
- 2.4 **Window message/communication**

Introduction

1.1 Context

The objective of this Policy is to set basic window cleaning standards within the pharmacy. First impressions of the exterior of the pharmacy are part of the Allcare 7 step customer journey.

1.2 Purpose

We have this policy to ensure that all aspects of the windows and doors in the pharmacy are well maintained.

1.3 Scope

This policy applies to all windows, doors and POS holders and should be included in the basic duties, responsibilities and tasks that apply to all team members.

Procedure

2.1 Exterior Windows and Doors

The exterior of the windows and doors must be cleaned regularly every 2 to 4 weeks depending on location or cleaned more frequently if deemed necessary.

The exterior window frames must be cleaned every 4 weeks.

TM's must be notified when paint begins to peel or look grubby on the front of your shop.

2.2 Interior Windows and Doors

The interior of the windows and doors must be cleaned every 2 weeks. There should be no sellotape, blu-tack etc. on the windows.

The window ledges must be cleaned daily, and must be kept free from dust and insects.

2.3 Poster Holders

Poster Holders must be cleaned every time the posters are changed. The small service posters must be cleaned very month.

To clean the poster holders, prepare a mixture of cold water and a **little** amount of detergent soap, washing up liquid. Spray the solution into the Perspex or wipe it gently (avoid too much pressure) using a lint-free soft cloth dampened with the prepared solution. Then, use a damp lint-free cloth to remove any soapy solution. Allow to dry before putting back the posters.

The use of any solvents such as methylated spirits, surgical spirits or white spirit is neither necessary nor recommended.

Remember to keep the poster holder clips safe when adding or removing a poster or when cleaning poster holders.

Lint free cloths can be ordered from the core list on the Staples website. The product code is: 5838516.

2.4 Window message/communication

- Only Allcare POS is to be displayed in the window
- Only posters made to fit in the display system are to be used
- Promotional window poster(s) must be visible and up-to-date
- The appropriate service posters used to advertise the most current range of services available must be on display
- All small service notices are visible and up-to-date (opening hours, managing pharmacist and services/events).