



Facility Housekeeping SOP

1. Purpose

SIR LANCELLOT LOGISTICS maintains a clean, safe, healthy, and professional workspace for employees, contractors, customers, and visitors. Proper housekeeping and pest control reduce safety hazards, prevent contamination of shipments and materials, and support regulatory and quality compliance.

2. Scope

2.1 Housekeeping

Office Space

A contracted third-party custodial provider, JAN-PRO Franchise Development of Philadelphia, is responsible for routine cleaning of the corporate office in Essington, PA.

Cleaning activities include mopping, vacuuming, dusting, trash removal, restroom sanitation, and cleaning of back offices and common areas.

Cleaning services are performed Monday through Friday. All cleaning activities must be documented on the Office Cleaning Checklist, including date, time in/out, personnel, and tasks completed.

Warehouse

Warehouse personnel are responsible for maintaining warehouse cleanliness.

Warehouse cleaning activities are performed Monday through Friday and must be documented on the Warehouse Cleaning Checklist.

2.2 Pest Control

Office and Warehouse

A contracted third-party pest control provider, Western Pest Services, is responsible for pest monitoring, prevention, and extermination services at the Essington, PA facility. Service calls can be reached at 610-353-5787.

Pest control services are performed monthly. A service report is provided after each visit and must be reviewed and retained as a controlled record.

All pest activity must be reported immediately to the Warehouse Manager or Fleet, Facility, and Safety Manager.

3. Policy

Housekeeping and pest control are maintained through:

- Contracted services: JAN-PRO (office cleaning) and Western Pest Services (pest control)



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- Internal housekeeping: Warehouse personnel complete cleaning activities and document them on approved checklists
- All cleaning and pest control activities must be documented and maintained in accordance with the Document Control SOP
- Cleaning and pest control activities shall be performed in a manner that does not compromise the integrity of shipments, materials, or client property

The Fleet, Facility, and Safety Manager is responsible for reviewing vendor service reports and ensuring services are completed as scheduled.

4. Responsibilities

Fleet, Facility, and Safety Manager

- Oversees facility housekeeping and pest control programs
- Maintains vendor contracts and service records
- Reviews of pest control service reports
- Ensures corrective actions are implemented as needed

Warehouse Manager

- Ensures warehouse cleaning is completed and documented
- Reports pest activity immediately

Warehouse Personnel

- Perform cleaning tasks as assigned
- Document all activities on Warehouse Cleaning Checklists
- Report on any issues or unsafe conditions

Quality Assurance (QA)

- Verifies records for completeness and compliance
- Ensures adherence to ALCOA+ and Good Documentation Practices (GDocP)



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Vendors

- Perform services per contract requirements
- Provide service documentation for all completed work

5. Vendor Contact Information

Vendor	Service	Address	Phone	Notes
JAN-PRO Franchise Development of Philadelphia	Office Custodial Cleaning	740 Springdale Dr. Ste: 205, Exton, PA 19341	215- 793- 0411	Routine cleaning; documented on Office Cleaning Checklist
Western Pest Services	Pest Control – Office & Warehouse	3310 West Chester Pike, Newtown Sq., PA 19073	610- 353- 5787	Monthly service: reports provided after each visit

6. Documentation and Records

The following records must be maintained:

- Custodial service contract
- Pest control service contract
- Pest control service reports
- Office Cleaning Checklists
- Warehouse Cleaning Checklists

Records may be maintained electronically or in hard copy.

Pest control service reports must be reviewed upon receipt to verify completion of services and identify any issues requiring corrective action.

ALCOA+ Compliance:

All records must be Attributable, Legible, Contemporaneous, Original, Accurate, Complete, Consistent, Enduring, and Available (ALCOA+) to ensure traceability, accountability, and audit readiness.



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7. Deviations

The following conditions are considered deviations:

- Pest infestation or suspected infestation
- Missed cleaning or pest control service
- Unsanitary or unsafe conditions

All deviations must be reported immediately and addressed within 24 hours or the next business day, with escalation as required.

Any condition that may impact shipment integrity must be immediately contained and escalated.

Corrective actions must be initiated in accordance with the CAPA SOP.

8. Definitions

- Housekeeping: Routine cleaning and maintenance to ensure safe and sanitary conditions
- Pest Control: Monitoring, prevention, and elimination of pests
- Office/Warehouse Cleaning Checklists: Controlled forms used to document completed cleaning activities

9. References

- Vendor Custodial Service Agreement
- Vendor Pest Control Service Agreement
- SOP-QA-Document Control
- SOP-QA-CAPA



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REVISION CONTROL

The following is the revision history for this document.

Version	Change Description	Eff Date	Approver	Approver
1.0	Creation	18 July 2023		
1.1	Exchanged Updated Extermination Contract and Updated Cleaning Document forms.	13 FEB 2024		
1.2	Company name and Logo Updated	19 JUN 2024		
1.3	Added cleaning and pest control frequencies, clarified vendor oversight and report review, and strengthened deviation response.	31 Mar 2026	DocuSigned by: <i>Bill Maloney</i> C34D253392F940F... 3/31/2026	Signed by: <i>Vince Lambert</i> 213BC8E41A9D48A... 4/7/2026

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Bill Maloney

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bmaloney@myrushdelivery.net

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Vince Lambert

vlambert@myrushdelivery.net

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Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	3/31/2026 12:58:26 PM
Certified Delivered	Security Checked	4/7/2026 10:05:44 AM
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