

911 Center

Code: ANCMF-AU-GB-9C-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces, including desks, equipment, and window sills.
- Vacuuming of all carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising of rubbish bins.
- Cleaning and sanitising of toilets and washbasins.
- Spot cleaning of walls and partitions.
- Cleaning of glass surfaces and windows.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality.
3. Mop hard floors with a neutral pH cleaner to maintain floor integrity and appearance.
4. Sanitise high-touch surfaces with a hospital-grade disinfectant to minimise infection risk.
5. Empty rubbish bins and replace liners, ensuring bins are sanitised before replacing.
6. Clean toilets and washbasins with a disinfectant cleaner, ensuring all fixtures are free from stains and odours.
7. Spot clean walls and partitions with a suitable cleaner to remove marks and stains.
8. Clean glass surfaces with a streak-free glass cleaner for clear visibility.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with wringer
- Hospital-grade disinfectant
- Neutral pH floor cleaner
- Glass cleaner
- Colour-coded cleaning cloths
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless and dry; no odours present; high-touch surfaces are sanitised and free from smudges; glass surfaces are streak-free.
Good	Minor dust on less accessible surfaces; floors are clean with minimal streaks; faint odours may be present; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible streaks or spots; noticeable odours; high-touch surfaces have some smudges; glass surfaces have visible streaks.
Fail	Significant dust accumulation; floors are dirty or sticky; strong odours present; high-touch surfaces are visibly dirty; glass surfaces are heavily streaked or dirty.