

## Audit Office

Code: ANCMF-AU-GB-AO-02 • Facility: Government Building • Frequency: daily

### Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of all carpeted areas.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces including windows and partitions.
- Spot cleaning of walls and doors to remove marks and stains.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

### Method

1. Begin by organising the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are visibly wet for the recommended contact time.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and lint-free cloth, ensuring no streaks are left.
8. Spot clean walls and doors with a suitable cleaner to remove any marks or stains.

### Equipment

- Microfibre cloths
- Vacuum cleaner
- Mop and bucket
- Disinfectant spray
- Glass cleaner
- Lint-free cloths
- Colour-coded cleaning supplies
- Cleaning trolley

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                                                                                                 |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are free from dust and marks; carpets are vacuumed with no visible debris; floors are spotless with no streaks or residue; high-touch areas are sanitised with no visible fingerprints or smudges; rubbish bins are clean and odour-free; glass surfaces are crystal clear with no streaks. |
| <b>Good</b>       | Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; rubbish bins are clean but may have slight odour; glass surfaces have minor streaks.                                                                       |
| <b>Pass</b>       | Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch areas have some fingerprints; rubbish bins have noticeable odour; glass surfaces have visible streaks.                                                                                                 |
| <b>Fail</b>       | Heavy dust accumulation; carpets are visibly dirty; floors are dirty with residue; high-touch areas are not sanitised; rubbish bins are dirty and odorous; glass surfaces are dirty with streaks and marks.                                                                                              |