

Clinic

Code: ANCMF-AU-GB-C-04 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all horizontal surfaces including desks, chairs, and shelves.
- Sanitising of high-touch surfaces such as door handles, light switches, and taps.
- Vacuuming of carpeted areas and mopping of hard floors.
- Cleaning and sanitising of toilets and sinks.
- Emptying and sanitising of rubbish bins.
- Spot cleaning of walls and glass surfaces.
- Restocking of consumables such as soap and paper towels.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin with dusting using microfibre cloths to capture dust particles.
3. Sanitise high-touch surfaces with hospital-grade disinfectant.
4. Vacuum carpets using HEPA-filtered vacuum cleaners.
5. Mop hard floors with a neutral pH cleaner.
6. Clean toilets and sinks with a non-abrasive cleaner and disinfectant.
7. Empty rubbish bins and replace liners, then sanitise the bin interior.
8. Spot clean walls and glass with a streak-free cleaner.
9. Check and restock consumables, ensuring dispensers are clean.

Equipment

- Microfibre cloths
- Hospital-grade disinfectant
- HEPA-filtered vacuum cleaner
- Neutral pH floor cleaner
- Non-abrasive toilet cleaner
- Colour-coded cleaning buckets and mops
- Rubbish bin liners
- Streak-free glass cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. High-touch areas are sanitised with no residue. Floors are spotless and free of debris. Toilets and sinks are immaculate with no stains or odours. Rubbish bins are empty and sanitised. Consumables are fully stocked.
Good	Most surfaces are clean with minimal dust or smudges. High-touch areas are mostly sanitised. Floors have minor debris. Toilets and sinks are clean with slight water marks. Rubbish bins are empty but not sanitised. Consumables are mostly stocked.
Pass	Surfaces have some dust and smudges. High-touch areas are partially sanitised. Floors have visible debris. Toilets and sinks are clean but have visible stains. Rubbish bins are emptied but not sanitised. Consumables are low.
Fail	Surfaces are dusty and smudged. High-touch areas are not sanitised. Floors are dirty with visible debris. Toilets and sinks are stained and emit odours. Rubbish bins are full or not sanitised. Consumables are depleted.