

Community Relations

Code: ANCMF-AU-GB-CR-06 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and rugs.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and windows.
- Spot cleaning of walls and skirting boards.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring compliance with colour-coded systems.
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 surfaces with a disinfectant solution, allowing appropriate contact time for effectiveness.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
8. Spot clean walls and skirting boards with a damp cloth and mild detergent as needed.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no debris; high-touch surfaces are sanitised with no visible residue; glass surfaces are streak-free; rubbish bins are empty and odour-free.
Good	Minor dust on less accessible surfaces; floors are clean with minimal debris; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks; rubbish bins are empty with slight odour.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch surfaces are partially sanitised; glass surfaces have visible streaks; rubbish bins are not emptied regularly.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch surfaces are not sanitised; glass surfaces are dirty; rubbish bins are overflowing and odorous.