

Emergency Communications

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

Scope of Work

- Dusting of all surfaces including desks, equipment, and fixtures.
- Sanitising of high-touch areas such as door handles, telephones, and keyboards.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and partitions.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas with a disinfectant solution, allowing appropriate contact time for effectiveness.
4. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
5. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a streak-free glass cleaner.

Equipment

- Microfibre cloths (colour-coded)
- Disinfectant solution
- Cleaning trolley
- Vacuum cleaner with HEPA filter
- Neutral pH floor cleaner
- Mop and bucket (colour-coded)
- Glass cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; high-touch areas are sanitised with no visible residue; floors are spotless with no streaks; bins are empty and odour-free; glass surfaces are crystal clear.
Good	Minor dust on less accessible surfaces; high-touch areas mostly sanitised; floors are clean with minimal streaks; bins are empty with slight odour; glass surfaces have minor smudges.
Pass	Noticeable dust on surfaces; high-touch areas partially sanitised; floors have visible streaks; bins are not emptied regularly; glass surfaces have visible smudges.
Fail	Significant dust accumulation; high-touch areas not sanitised; floors are dirty with streaks and debris; bins are overflowing and malodorous; glass surfaces are heavily smudged.