

Emergency Operations

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

Scope of Work

- Dusting of all horizontal and vertical surfaces including desks, shelves, and equipment.
- Vacuuming of all carpeted areas and spot cleaning as necessary.
- 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 and replacement of liners.
- Cleaning and sanitising of toilets and washbasins.
- Inspection and cleaning of air vents and grilles to ensure dust-free operation.
- Use of colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used appropriately.
2. Begin by dusting all surfaces from high to low, ensuring no dust is left behind.
3. Vacuum all carpeted areas, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no streaks or residue remain.
5. Sanitise high-touch surfaces using a disinfectant spray and cloth, ensuring full coverage and contact time as per product instructions.
6. Empty rubbish bins, replace liners, and sanitise bin surfaces.
7. Clean toilets and washbasins using toilet cleaner and disinfectant, ensuring all surfaces are scrubbed and rinsed.
8. Inspect and clean air vents and grilles, removing any visible dust or debris.

Equipment

- Vacuum cleaner with HEPA filter
- Microfibre cloths (colour-coded)
- Mop and bucket (colour-coded)
- Disinfectant spray
- Toilet cleaner
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. Floors are spotless with no streaks. High-touch surfaces are sanitised and free of fingerprints. Air vents are dust-free. No rubbish or odours present.
Good	Most surfaces are clean with minimal dust or smudges. Floors have minor streaks. High-touch surfaces are mostly sanitised. Air vents have minimal dust. Rubbish bins are empty with no odours.
Pass	Surfaces have some dust or smudges. Floors have visible streaks. High-touch surfaces are partially sanitised. Air vents have some dust. Rubbish bins are not overflowing but may have slight odours.
Fail	Surfaces are visibly dusty or dirty. Floors have significant streaks or dirt. High-touch surfaces are not sanitised. Air vents are dusty. Rubbish bins are overflowing or have strong odours.