

Environmental Office

Code: ANCMF-AU-GB-EO-03 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of carpets 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 of windows and glass partitions.
- Spot cleaning of walls and doors.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used appropriately.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no residue is left.
5. Sanitise high-touch surfaces with a disinfectant spray and cloth, ensuring full coverage.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean windows and glass partitions with a glass cleaner and squeegee for a streak-free finish.
8. Perform spot cleaning on walls and doors as needed, using a mild detergent solution.

Equipment

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|------------------------------------|----------------------|----------------------|
| • Microfibre cloths (colour-coded) | • Cleaning trolley | • Squeegee |
| • Vacuum cleaner | • Disinfectant spray | • Rubbish bin liners |
| • Mop and bucket (colour-coded) | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are free of debris; floors are spotless with no streaks; high-touch surfaces are sanitised and free of smudges; rubbish bins are empty and sanitised; windows and glass are streak-free.
Good	Minor dust on surfaces; carpets mostly free of debris; floors have minimal streaks; high-touch surfaces mostly sanitised; rubbish bins empty but not fully sanitised; windows and glass mostly streak-free.
Pass	Noticeable dust on some surfaces; carpets have some debris; floors have visible streaks; high-touch surfaces partially sanitised; rubbish bins not fully emptied or sanitised; windows and glass have some streaks.
Fail	Significant dust accumulation; carpets visibly dirty; floors have multiple streaks and residue; high-touch surfaces not sanitised; rubbish bins full or unsanitised; windows and glass have significant streaks.