

Emergency Response

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

Scope of Work

- Dusting of all horizontal surfaces including desks, shelves, and equipment.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Vacuuming of all carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and sanitising of toilets and washbasins.
- Ensuring all cleaning supplies are replenished and stored correctly.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Begin by dusting all horizontal surfaces using a microfibre cloth to capture dust effectively.
3. Sanitise high-touch areas using a disinfectant spray and a clean cloth, ensuring thorough coverage.
4. Vacuum all carpeted areas, paying special attention to corners and under furniture.
5. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no residue is left behind.
6. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
7. Clean toilets and washbasins using a toilet brush and appropriate cleaning agents, ensuring all surfaces are sanitised.
8. Replenish all cleaning supplies and store equipment neatly in the designated area.

Equipment

- Microfibre cloths
- Colour-coded cleaning cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Disinfectant spray
- Neutral pH floor cleaner
- Toilet brush
- Cleaning trolley

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; rubbish bins are clean and odour-free; toilets are sanitised and free of stains.
Good	Minor dust on less accessible surfaces; high-touch areas are mostly sanitised; floors have minimal streaks; rubbish bins are clean with slight odour; toilets are mostly clean with minor stains.
Pass	Noticeable dust on surfaces; some high-touch areas missed; floors have visible streaks; rubbish bins have noticeable odour; toilets have visible stains.
Fail	Heavy dust accumulation; high-touch areas not sanitised; floors are dirty with streaks; rubbish bins are overflowing and odorous; toilets are unsanitary with significant stains.