

Health Department

Code: ANCMF-AU-GB-HD-01 • 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 using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets and washrooms, including sinks, taps, and mirrors.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning of windows and glass surfaces.
- Restocking of hygiene supplies such as soap, paper towels, and toilet paper.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin with dusting from high to low surfaces to capture all dust particles.
3. Vacuum carpets and rugs thoroughly, paying attention to corners and edges.
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 wipe with a clean cloth.
6. Clean toilets and washrooms, starting with sinks and taps, followed by toilets and mirrors, using separate cloths for each area.
7. Empty rubbish bins, sanitise the interior, and replace liners.
8. Clean windows and glass surfaces with a glass cleaner and squeegee for a streak-free finish.
9. Restock hygiene supplies, ensuring dispensers are clean and functional.

Equipment

- Colour-coded cleaning cloths and mops
- Vacuum cleaner
- Mop and bucket
- Disinfectant spray
- Glass cleaner and squeegee
- Cleaning trolley
- Rubbish bin liners
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Floors are spotless with no residue. High-touch surfaces are sanitised and free of smudges. Toilets and washrooms are sparkling clean with no odours. Rubbish bins are empty and sanitised. Windows are streak-free.
Good	Most surfaces are clean with minimal dust. Floors have slight residue in low-traffic areas. High-touch surfaces are mostly sanitised. Toilets and washrooms are clean with slight watermarks. Rubbish bins are empty but not sanitised. Windows have minor streaks.
Pass	Surfaces have visible dust in some areas. Floors have noticeable residue. High-touch surfaces are inconsistently sanitised. Toilets and washrooms are clean but have visible watermarks and odours. Rubbish bins are emptied but not sanitised. Windows are streaked.
Fail	Surfaces are dusty. Floors are dirty with visible residue. High-touch surfaces are not sanitised. Toilets and washrooms are dirty with odours. Rubbish bins are full or not sanitised. Windows are dirty with streaks.