

HR Department

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- Vacuuming of carpets and rugs.
- Mopping of hard floors.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and partitions.
- Spot cleaning of walls and doors to remove marks and stains.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by organising the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Dust all surfaces using a microfibre cloth, starting from the highest points 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 excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are visibly wet for the required contact time.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.
8. Spot clean walls and doors using a mild detergent solution and a soft cloth.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are vacuumed with no visible debris; floors are spotless with no streaks; high-touch areas are sanitised and visibly clean; rubbish bins are empty and sanitised; glass surfaces are streak-free.
Good	Minor dust on high surfaces; carpets are vacuumed with minimal debris; floors have minor streaks; high-touch areas are mostly sanitised; rubbish bins are empty but not sanitised; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors are clean but streaked; high-touch areas are partially sanitised; rubbish bins are emptied but not sanitised; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; carpets have significant debris; floors are dirty; high-touch areas are not sanitised; rubbish bins are full; glass surfaces are dirty and streaked.