

Incident Command

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

Scope of Work

- Dust all surfaces, including desks, tables, and equipment.
- Vacuum all carpeted areas and spot clean as necessary.
- Mop hard floors with appropriate cleaning solution.
- Sanitise all high-touch surfaces, including door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and sanitise toilets and replenish supplies.
- Ensure all cleaning is conducted using a colour-coded cleaning system to prevent cross-contamination.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Begin by dusting all surfaces using a microfibre cloth, working from high to low areas.
3. Vacuum all carpeted areas, ensuring corners and edges are thoroughly cleaned.
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 surfaces using a disinfectant spray and cloth, ensuring all areas are covered.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean toilets using toilet cleaner and brush, sanitise all fixtures, and replenish toilet paper and soap.

Equipment

- Microfibre cloths (colour-coded)
- Mop and bucket (colour-coded)
- Toilet cleaner and brush
- Vacuum cleaner
- Disinfectant spray
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no debris; high-touch areas are fully sanitised; rubbish bins are empty and clean; toilets are immaculate with no odours.
Good	Minor dust on surfaces; floors are clean with minimal debris; high-touch areas mostly sanitised; rubbish bins are empty; toilets are clean with slight odours.
Pass	Noticeable dust on surfaces; floors have some debris; high-touch areas partially sanitised; rubbish bins not overflowing; toilets are usable but not fully clean.
Fail	Heavy dust on surfaces; floors are dirty with visible debris; high-touch areas not sanitised; rubbish bins overflowing; toilets are dirty with strong odours.