

Library Branch

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

Scope of Work

- Dusting of all surfaces including shelves, desks, and furniture.
- Vacuuming of carpeted areas and rugs.
- Mopping of hard floors.
- Sanitising of high-touch surfaces such as door handles, light switches, and computer keyboards.
- Cleaning of glass surfaces including windows and display cases.
- Emptying and sanitising rubbish bins.
- Cleaning and sanitising of toilets and washbasins.
- Restocking of consumables such as toilet paper and hand soap.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin with dusting from high to low surfaces to capture all dust particles.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to ensure air quality.
4. Mop hard floors with a neutral pH cleaner to avoid damage.
5. Sanitise high-touch surfaces with an approved disinfectant.
6. Clean glass surfaces with a streak-free glass cleaner.
7. Empty rubbish bins and replace liners, ensuring bins are sanitised.
8. Clean toilets with a toilet-specific cleaner and sanitise washbasins.
9. Check and restock consumables as needed.

Equipment

- HEPA-filter vacuum cleaner
- Microfibre cloths
- Colour-coded mops and buckets
- Neutral pH floor cleaner
- Approved disinfectant
- Streak-free glass cleaner
- Toilet cleaning brush
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and dust-free; carpets are free of debris and stains; floors are streak-free and dry; no odours present; high-touch surfaces are sanitised; glass is streak-free; bins are empty and sanitised; toilets and washbasins are spotless and stocked.
Good	Minor dust on high surfaces; carpets mostly clean with minor debris; floors mostly clean with minor streaks; faint odours; high-touch surfaces mostly sanitised; minor streaks on glass; bins mostly empty and sanitised; toilets and washbasins mostly clean and stocked.
Pass	Noticeable dust on surfaces; carpets with visible debris; floors with visible streaks; noticeable odours; some high-touch surfaces missed; visible streaks on glass; bins not emptied but not overflowing; toilets and washbasins with minor stains but stocked.
Fail	Heavy dust accumulation; carpets with heavy debris and stains; floors dirty and wet; strong odours present; high-touch surfaces not sanitised; glass heavily streaked; bins overflowing; toilets and washbasins dirty and unstocked.