

Legal Department

Code: ANCMF-AU-GB-LD-01 • 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 sanitising of toilets and washbasins.
- Spot cleaning of walls and glass surfaces.
- Replenishing of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas 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 clean and free from smudges.
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 free from stains and odours.
8. Spot clean walls and glass surfaces with a glass cleaner and cloth, ensuring no streaks or marks remain.
9. Replenish consumables, ensuring all dispensers are functioning correctly and are adequately stocked.

Equipment

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| • Microfibre cloths (colour-coded) | • Cleaning trolley | • Toilet brush |
| • Vacuum cleaner | • Disinfectant spray | • Rubbish bin liners |
| • Mop and bucket (colour-coded) | • Glass cleaner | • Consumables (toilet paper, hand soap, paper towels) |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust, stains, and smudges. Floors are spotless and dry. High-touch areas are sanitised and free from fingerprints. Rubbish bins are empty and sanitised. Toilets are clean, odour-free, and fully stocked with consumables.
Good	Minor dust or smudges on less than 5% of surfaces. Floors are clean with minimal streaks. High-touch areas are mostly sanitised. Rubbish bins are empty but not sanitised. Toilets are clean with minor odours and adequately stocked.
Pass	Noticeable dust or smudges on 10% of surfaces. Floors have visible streaks. High-touch areas are partially sanitised. Rubbish bins are emptied but not sanitised. Toilets have noticeable odours and are missing some consumables.
Fail	Significant dust or smudges on more than 10% of surfaces. Floors are dirty or wet. High-touch areas are not sanitised. Rubbish bins are full or not sanitised. Toilets are dirty, have strong odours, and lack consumables.