

Licensing Office

Code: ANCMF-AU-GB-LO-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors with appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and taps.
- Cleaning and sanitising of toilets and replenishment of supplies.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces including windows and partitions.
- Spot cleaning of walls and doors to remove marks and stains.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality.
3. Mop hard floors with a neutral pH cleaner to prevent damage to surfaces.
4. Sanitise high-touch areas with a hospital-grade disinfectant.
5. Clean toilets using a toilet-specific cleaner and brush, ensuring all surfaces are sanitised.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a streak-free glass cleaner.
8. Spot clean walls and doors using a mild detergent solution.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Rubbish bin liners |
| • HEPA-filter vacuum cleaner | • Hospital-grade disinfectant | • Streak-free glass cleaner |
| • Mop and bucket with wringer | • Toilet brush and cleaner | • Mild detergent solution |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible debris; high-touch areas are sanitised with no residue; toilets are pristine with no odours; bins are empty and sanitised; glass surfaces are crystal clear.
Good	Minor dust on surfaces; floors are clean with minimal debris; high-touch areas are mostly sanitised; toilets are clean with slight odour; bins are empty but not sanitised; glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible debris; high-touch areas are partially sanitised; toilets are clean but with noticeable odour; bins are emptied but not sanitised; glass surfaces have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with significant debris; high-touch areas are unsanitised; toilets are unclean with strong odour; bins are full and unsanitised; glass surfaces are dirty with significant streaks.