

Memorial Area

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

Scope of Work

- Dust all surfaces including plaques, statues, and display cases.
- Vacuum all carpeted areas and spot clean as necessary.
- Mop hard floors using appropriate cleaning solutions.
- Sanitise high-touch surfaces such as handrails and door handles.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces and windows.
- Ensure all areas are free from cobwebs and visible dust.
- Maintain cleanliness of any seating areas, ensuring they are free from stains and debris.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and prevent redistribution.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality is maintained.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Sanitise high-touch surfaces with a hospital-grade disinfectant, allowing appropriate contact time.
5. Empty rubbish bins, clean with a disinfectant wipe, and replace liners.
6. Use a glass cleaner and microfibre cloth to clean and polish glass surfaces.
7. Inspect for cobwebs and remove using an extendable duster.
8. Check seating areas for stains and clean with an upholstery cleaner if necessary.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Hospital-grade disinfectant
- Rubbish bin liners
- Glass cleaner
- Extendable duster
- Upholstery cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; floors are spotless with no residue; high-touch areas are sanitised with no visible smudges; glass surfaces are streak-free; rubbish bins are clean and odour-free; no cobwebs present.
Good	Minor dust on less accessible surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; glass surfaces have minor streaks; rubbish bins are clean but may have slight odour; minimal cobwebs.
Pass	Noticeable dust on some surfaces; floors have visible residue; high-touch areas are inconsistently sanitised; glass surfaces have visible streaks; rubbish bins have noticeable odour; some cobwebs present.
Fail	Significant dust accumulation; floors are dirty with visible residue; high-touch areas are not sanitised; glass surfaces are dirty; rubbish bins are overflowing or have strong odour; cobwebs are evident.