

Offices

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

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- 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 of glass surfaces and windows.
- Wiping and sanitising of office equipment such as keyboards and mice.
- Spot cleaning of walls and skirting boards.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Start with dusting from top to bottom to ensure all surfaces are free of dust.
3. Vacuum carpets thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a suitable cleaning solution, ensuring no residue is left.
5. Sanitise high-touch areas with an approved disinfectant.
6. Empty rubbish bins and replace liners, ensuring bins are sanitised.
7. Clean glass surfaces with a streak-free cleaner.
8. Wipe down office equipment with appropriate sanitising wipes.
9. Perform spot cleaning on walls and skirting boards as needed.

Equipment

- Colour-coded microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Approved disinfectant and cleaning solutions
- Glass cleaner
- Sanitising wipes
- Rubbish bin liners
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. Floors are spotless with no marks or residue. High-touch areas are sanitised and free of smudges. Rubbish bins are empty and sanitised. Glass surfaces are streak-free.
Good	Minor dust on surfaces. Floors are clean with minimal marks. High-touch areas are mostly sanitised. Rubbish bins are empty but may have minor odours. Glass surfaces have minor streaks.
Pass	Noticeable dust on some surfaces. Floors have visible marks. High-touch areas are partially sanitised. Rubbish bins are not overflowing but have odours. Glass surfaces have visible streaks.
Fail	Surfaces are dusty. Floors are dirty with significant marks. High-touch areas are not sanitised. Rubbish bins are overflowing and unsanitised. Glass surfaces are dirty with streaks.