

Outreach Center

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

Scope of Work

- Dusting all surfaces including desks, chairs, and shelves.
- Vacuuming all carpeted areas and rugs.
- Mopping hard floors with appropriate cleaning solutions.
- Sanitising high-touch surfaces such as door handles, light switches, and taps.
- Cleaning and sanitising toilets, sinks, and mirrors.
- Emptying and cleaning rubbish bins, replacing liners as needed.
- Cleaning glass surfaces and windows.
- Ensuring all cleaning activities comply with infection control guidelines.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and solutions.
2. Begin with dusting from high to low surfaces to prevent recontamination.
3. Vacuum all carpeted areas using HEPA-filtered vacuum cleaners.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water remains.
5. Sanitise high-touch surfaces using disinfectant wipes or sprays.
6. Clean toilets and sinks with disinfectant, ensuring all surfaces are scrubbed and rinsed.
7. Empty rubbish bins, replace liners, and clean bin surfaces.
8. Clean glass surfaces with glass cleaner and a microfibre cloth.

Equipment

- Colour-coded cleaning cloths and mops
- HEPA-filtered vacuum cleaner
- Microfibre cloths
- Disinfectant wipes and sprays
- Glass cleaner
- Cleaning trolley
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean with no dust or debris. Floors are spotless and dry. High-touch surfaces are sanitised with no visible marks. Toilets and sinks are sparkling clean with no odours. Rubbish bins are empty and clean.
Good	Minor dust or debris on less than 5% of surfaces. Floors are clean with minimal streaks. High-touch surfaces are mostly sanitised. Toilets and sinks are clean with minimal water spots. Rubbish bins are empty and mostly clean.
Pass	Noticeable dust or debris on less than 10% of surfaces. Floors have visible streaks or spots. High-touch surfaces are partially sanitised. Toilets and sinks are clean but with visible water spots. Rubbish bins are emptied but not cleaned.
Fail	Visible dust or debris on more than 10% of surfaces. Floors are dirty or wet. High-touch surfaces are not sanitised. Toilets and sinks are dirty or have odours. Rubbish bins are full or dirty.