

Plaza

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

Scope of Work

- Sweeping and removal of debris from all hard surfaces.
- Mopping of tiled and concrete areas using appropriate cleaning solutions.
- Sanitising of all high-touch surfaces including handrails, benches, and public seating.
- Emptying and cleaning of rubbish bins, ensuring proper waste segregation.
- Cleaning and polishing of any glass surfaces and windows.
- Removal of any graffiti or stains from surfaces.
- Regular inspection and cleaning of public amenities such as toilets and drinking fountains.

Method

1. Begin by sweeping the entire plaza area to remove loose debris and rubbish.
2. Use a colour-coded cleaning system to mop the floors, ensuring the correct cleaning solution is used for each surface type.
3. Sanitise all high-touch surfaces with an approved disinfectant, focusing on areas frequently touched by the public.
4. Empty rubbish bins, replace liners, and clean the bins with a sanitising solution.
5. Clean glass surfaces using a glass cleaner and microfibre cloth to ensure a streak-free finish.
6. Inspect for graffiti or stains and use appropriate cleaning agents to remove them.
7. Check public amenities, clean and sanitise toilets, and refill supplies as needed.

Equipment

- Broom and dustpan
- Colour-coded mops and buckets
- Approved disinfectants and cleaning solutions
- Microfibre cloths
- Glass cleaner
- Graffiti removal products
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, no visible debris or stains, bins are empty and clean, glass surfaces are streak-free, and all high-touch areas are sanitised. No odours present.
Good	Minor debris present, surfaces are mostly clean, bins are emptied but may have minor residue, glass surfaces have minimal streaks, and high-touch areas are mostly sanitised. No strong odours present.
Pass	Noticeable debris, some surfaces are unclean, bins are not fully emptied, glass surfaces have visible streaks, and high-touch areas are inconsistently sanitised. Mild odours may be present.
Fail	Significant debris, surfaces are dirty, bins are overflowing, glass surfaces are heavily streaked, high-touch areas are unsanitised, and strong odours are present.