

Probation Office

Code: ANCMF-AU-GB-PO-02 • 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 surfaces such as door handles, light switches, and telephones.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and sanitising rubbish bins.
- Cleaning of glass surfaces and windows.
- Replenishing of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Prepare cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Dust all surfaces using microfibre cloths, starting from higher surfaces and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and edges.
4. Mop hard floors using appropriate cleaning solution, ensuring no residue is left.
5. Sanitise high-touch surfaces with approved disinfectant, allowing appropriate contact time.
6. Clean toilets and washbasins using designated cleaning products, ensuring all surfaces are scrubbed and rinsed.
7. Empty rubbish bins, replace liners, and sanitise bin surfaces.
8. Clean glass surfaces with glass cleaner, ensuring streak-free finish.
9. Check and replenish consumables in all areas.

Equipment

- Microfibre cloths
- Vacuum cleaner
- Mop and bucket
- Cleaning trolley
- Colour-coded cleaning cloths and mops
- Disinfectant and cleaning solutions
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are free of debris; floors are spotless with no residue; high-touch surfaces are sanitised and free of smudges; toilets are clean with no odours; rubbish bins are empty and sanitised; glass surfaces are streak-free.
Good	Minor dust or marks on surfaces; minimal debris on carpets; floors are clean with slight residue; high-touch surfaces are mostly sanitised; toilets are clean with slight odour; rubbish bins are empty; glass surfaces have minor streaks.
Pass	Noticeable dust or marks on surfaces; some debris on carpets; floors have visible residue; high-touch surfaces are partially sanitised; toilets have noticeable odour; rubbish bins are partially full; glass surfaces have visible streaks.
Fail	Significant dust or marks on surfaces; large debris on carpets; floors are dirty with heavy residue; high-touch surfaces are unsanitised; toilets are dirty with strong odour; rubbish bins are full; glass surfaces are heavily streaked.