

Permit Office

Code: ANCMF-AU-GB-PO-03 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floor surfaces.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces and windows.
- Replenishing of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to minimise dust and allergens.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
4. Sanitise high-touch areas with a hospital-grade disinfectant.
5. Clean toilets and washbasins with a non-abrasive cleaner, ensuring all surfaces are sanitised.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a streak-free glass cleaner.
8. Check and replenish consumables, ensuring all dispensers are functioning correctly.

Equipment

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| • Microfibre cloths | • Hospital-grade disinfectant | • Streak-free glass cleaner |
| • HEPA-filter vacuum cleaner | • Non-abrasive toilet cleaner | • Consumable supplies (toilet paper, hand soap, paper towels) |
| • Mop and bucket with neutral pH cleaner | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised and free of smudges; toilets are immaculate with no odours; bins are empty and sanitised; glass surfaces are crystal clear; consumables are fully stocked.
Good	Minor dust on less accessible surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; toilets are clean with slight odours; bins are empty but not sanitised; glass surfaces have minor streaks; consumables are mostly stocked.
Pass	Noticeable dust on surfaces; floors have visible residue; high-touch areas are inconsistently sanitised; toilets are clean but with noticeable odours; bins are not emptied; glass surfaces have visible streaks; consumables are low.
Fail	Heavy dust accumulation; floors are dirty; high-touch areas are not sanitised; toilets are dirty with strong odours; bins are overflowing; glass surfaces are dirty; consumables are depleted.