

Personnel Office

Code: ANCMF-AU-GB-PO-06 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and electronic equipment.
- 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 windows and glass partitions.
- Spot cleaning of walls and doors.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary equipment and cleaning agents, ensuring compliance with colour-coded systems.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
5. Sanitise high-touch areas with a disinfectant, ensuring full coverage and adequate contact time.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean windows and glass partitions with a glass cleaner, ensuring streak-free results.
8. Spot clean walls and doors with a suitable cleaner, removing any marks or stains.

Equipment

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

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are free of debris and stains; floors are spotless and dry; high-touch areas are fully sanitised; windows and glass are streak-free; no odours present.
Good	Minor dust on surfaces; carpets mostly clean with minor debris; floors mostly clean with minor spots; high-touch areas mostly sanitised; windows and glass mostly streak-free; no strong odours present.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible spots; high-touch areas partially sanitised; windows and glass have some streaks; mild odours present.
Fail	Heavy dust on surfaces; carpets have significant debris and stains; floors are dirty and wet; high-touch areas not sanitised; windows and glass are streaked; strong odours present.