

Risk Management

Code: ANCMF-AU-GB-RM-01 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of carpeted areas and spot cleaning as needed.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and partitions.
- Ensuring all cleaning activities are performed using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Sanitise high-touch surfaces with an approved disinfectant, allowing appropriate contact time.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a streak-free glass cleaner and polish with a microfibre cloth.

Equipment

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| • Microfibre cloths (colour-coded) | • Neutral pH floor cleaner | • Cleaning trolley |
| • Vacuum cleaner with HEPA filter | • Approved disinfectant | • Rubbish bin liners |
| • Mop and bucket (colour-coded) | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch surfaces are sanitised and free of smudges; bins are empty and odour-free; glass surfaces are streak-free.
Good	Minor dust on less accessible surfaces; floors are clean with minimal residue; high-touch surfaces are mostly sanitised; bins are empty with slight odour; glass surfaces have minor streaks.
Pass	Visible dust on surfaces; floors have noticeable residue; high-touch surfaces are partially sanitised; bins are not overflowing but have odour; glass surfaces have visible streaks.
Fail	Significant dust accumulation; floors are dirty with visible residue; high-touch surfaces are not sanitised; bins are overflowing and odorous; glass surfaces are heavily streaked.