

Support Services

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

Scope of Work

- Dusting of all horizontal surfaces including desks, shelves, and window sills.
- Vacuuming of all carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and lift buttons.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and sanitising of kitchenettes, including benchtops, sinks, and taps.
- Cleaning and sanitising of toilet facilities, ensuring replenishment of consumables.
- Inspection and cleaning of air vents and grilles to ensure dust-free operation.

Method

1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
2. Begin with dusting all horizontal surfaces using a microfibre cloth, working from high to low areas.
3. Vacuum all carpeted areas, paying special attention to corners and edges.
4. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water remains.
5. Sanitise high-touch surfaces with a disinfectant spray and wipe with a clean cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean kitchenettes by wiping down benchtops, sinks, and taps with a sanitising solution.
8. Clean toilets thoroughly, including bowls, seats, and surrounding areas, and restock toilet paper, soap, and hand towels.
9. Inspect and clean air vents and grilles using a vacuum with a brush attachment.

Equipment

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| • Microfibre cloths (colour-coded) | • Disinfectant spray | • Sanitising wipes |
| • Vacuum cleaner with HEPA filter | • Cleaning trolley | • Gloves and personal protective equipment (PPE) |
| • Mop and bucket (colour-coded) | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, debris, and marks. Floors are spotless with no streaks or residue. High-touch surfaces are sanitised and free of smudges. Air vents are dust-free. No unpleasant odours present.
Good	Most surfaces are clean with minimal dust or marks. Floors are generally clean with minor streaks. High-touch surfaces are mostly sanitised. Air vents have minimal dust. No strong odours present.
Pass	Surfaces have some dust and marks. Floors have visible streaks or residue. High-touch surfaces are partially sanitised. Air vents have some dust accumulation. Mild odours may be present.
Fail	Surfaces are visibly dirty with dust and marks. Floors are dirty with streaks and residue. High-touch surfaces are not sanitised. Air vents are clogged with dust. Unpleasant odours are present.