

Tax Office

Code: ANCMF-AU-GB-TO-01 • 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 floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and lift buttons.
- Cleaning and sanitising of toilets and washrooms, including basins, taps, and mirrors.
- Emptying and sanitising of rubbish bins and replacing liners.
- Cleaning of glass surfaces and partitions.
- Spot cleaning of walls and doors to remove marks and stains.
- Restocking of consumables such as toilet paper, hand soap, and paper towels.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
4. Sanitise high-touch surfaces with a hospital-grade disinfectant.
5. Clean toilets using a toilet-specific cleaner, ensuring all surfaces are scrubbed and sanitised.
6. Empty rubbish bins, sanitise the interior, and replace liners.
7. Clean glass surfaces with a streak-free glass cleaner.
8. Spot clean walls and doors with a mild detergent solution.
9. Check and restock all consumables, ensuring dispensers are functioning correctly.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Rubbish bin liners |
| • HEPA-filter vacuum cleaner | • Hospital-grade disinfectant | • Streak-free glass cleaner |
| • Mop and bucket with wringer | • Toilet brush and cleaner | • Detergent solution for spot cleaning |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, stains, and marks. Floors are spotless with no residue. High-touch surfaces are sanitised and free of smudges. Toilets are clean, sanitised, and odour-free. Rubbish bins are empty and sanitised. Consumables are fully stocked.
Good	Most surfaces are clean with minimal dust. Floors have slight residue in low-traffic areas. High-touch surfaces are mostly sanitised. Toilets are clean with minor odours. Rubbish bins are empty but not sanitised. Consumables are mostly stocked.
Pass	Surfaces have visible dust in some areas. Floors have noticeable residue. High-touch surfaces are inconsistently sanitised. Toilets have visible stains and odours. Rubbish bins are not sanitised. Consumables are low.
Fail	Surfaces are dusty and stained. Floors are dirty with significant residue. High-touch surfaces are not sanitised. Toilets are dirty with strong odours. Rubbish bins are full and unsanitised. Consumables are depleted.