

Witness Room

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

Scope of Work

- Dust all surfaces including tables, chairs, and window sills.
- Vacuum carpeted areas and spot clean stains.
- Mop hard floors with a neutral detergent.
- Sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty and sanitise rubbish bins, replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure air vents are free from dust and debris.
- Check and refill hand sanitiser dispensers.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and appropriate cleaning agents.
2. Dust surfaces using a microfibre cloth to capture dust and allergens.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to ensure air quality.
4. Mop floors using a damp mop and neutral detergent, ensuring no excess water is left on surfaces.
5. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time.
6. Empty rubbish bins, replace liners, and sanitise bin surfaces.
7. Clean glass surfaces with a glass cleaner and microfibre cloth for a streak-free finish.
8. Inspect air vents and clean with a vacuum attachment if necessary.
9. Check hand sanitiser dispensers and refill as needed.

Equipment

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| • Colour-coded microfibre cloths | • Disinfectant spray | • Cleaning trolley |
| • HEPA-filter vacuum cleaner | • Glass cleaner | • Rubbish bin liners |
| • Neutral detergent | • Mop and bucket | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and marks; carpets are spotless and free from debris; no visible streaks on glass; no odours present; high-touch areas are sanitised and dry; bins are empty and sanitised; air vents are clean.
Good	Minor dust on surfaces; carpets are clean with minimal debris; minor streaks on glass; faint odours present; high-touch areas are sanitised; bins are empty but not sanitised; air vents have minor dust.
Pass	Visible dust on surfaces; carpets have some debris; noticeable streaks on glass; noticeable odours; high-touch areas are partially sanitised; bins are not sanitised; air vents have visible dust.
Fail	Heavy dust on surfaces; carpets are dirty with visible debris; glass is streaked and dirty; strong odours present; high-touch areas are not sanitised; bins are full and dirty; air vents are clogged with dust.