

Security Office

Code: ANCMF-AU-HF-SO-01 • Facility: Healthcare Facility • Frequency: daily

Scope of Work

- Dust all surfaces including desks, shelves, and electronic equipment.
- Sanitise high-touch areas such as door handles, light switches, and telephones.
- Vacuum carpeted areas and spot clean as necessary.
- Mop hard floors using a colour-coded system to prevent cross-contamination.
- Empty rubbish bins and replace liners.
- Clean and sanitise the kitchenette area, including benchtops and sinks.
- Ensure windows and glass partitions are free from smudges and fingerprints.
- Maintain cleanliness of air vents and ensure they are free from dust build-up.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from higher surfaces and working downwards.
3. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time for efficacy.
4. Vacuum carpets thoroughly, paying special attention to corners and under furniture.
5. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left on the floor.
6. Empty rubbish bins, replace liners, and dispose of waste according to facility protocols.
7. Clean kitchenette surfaces with a sanitising solution, ensuring all food preparation areas are hygienic.
8. Wipe windows and glass partitions with a glass cleaner to remove all marks.
9. Check air vents for dust and clean as necessary using a vacuum with a brush attachment.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner with HEPA filter
- Mop and bucket (colour-coded)
- Cleaning trolley
- Approved disinfectants and cleaning solutions
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. High-touch areas are sanitised with no visible residue. Floors are spotless with no marks or debris. Rubbish bins are empty and clean. Air vents are dust-free. Windows and glass are streak-free.
Good	Minor dust on less accessible surfaces. High-touch areas are mostly sanitised. Floors have minimal marks. Rubbish bins are emptied but may have minor residue. Air vents have minimal dust. Windows and glass have minor streaks.
Pass	Noticeable dust on surfaces. High-touch areas are inconsistently sanitised. Floors have visible marks. Rubbish bins are not emptied regularly. Air vents have visible dust. Windows and glass have visible streaks.
Fail	Surfaces are visibly dusty. High-touch areas are not sanitised. Floors are dirty with debris. Rubbish bins are overflowing. Air vents are clogged with dust. Windows and glass are dirty.