

## Accounts Office

Code: ANCMF-AU-I-AO-01 • Facility: Industrial • Frequency: daily

### Scope of Work

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

### Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to minimise dust dispersion.
3. Mop hard floors using a damp mop and a neutral pH floor cleaner, ensuring no excess water is left on the floor.
4. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time for effective germ kill.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks are left.
7. Ensure all cleaning tools and equipment are cleaned and stored properly after use.

### Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Damp mop and bucket
- Neutral pH floor cleaner
- Disinfectant spray
- Glass cleaner
- Lint-free cloth
- Colour-coded cleaning tools

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                                 |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are free of dust and smudges; carpets are clean with no visible debris; floors are spotless and dry; high-touch areas are sanitised with no residue; rubbish bins are empty and odour-free; glass surfaces are streak-free. |
| <b>Good</b>       | Minor dust on surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch areas are mostly sanitised; rubbish bins are empty but may have slight odour; glass surfaces have minor streaks.            |
| <b>Pass</b>       | Noticeable dust on surfaces; carpets have visible debris; floors are clean but wet; high-touch areas are partially sanitised; rubbish bins are not emptied; glass surfaces have visible streaks.                                         |
| <b>Fail</b>       | Heavy dust accumulation; carpets are dirty with significant debris; floors are dirty or wet; high-touch areas are not sanitised; rubbish bins are full and odorous; glass surfaces are dirty with streaks.                               |