

HR Office

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

Scope of Work

- Dust all surfaces including desks, chairs, and shelves.
- Vacuum carpets and rugs.
- Mop hard floors using a colour-coded system.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning activities are conducted using environmentally friendly products where possible.

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. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors with a damp mop, using a neutral detergent suitable for the floor type.
5. Wipe and sanitise high-touch surfaces with a disinfectant solution, ensuring full coverage and adequate contact time.
6. Empty rubbish bins, replace liners, and dispose of waste in accordance with facility waste management protocols.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner
- Mop and bucket (colour-coded)
- Cleaning trolley
- Disinfectant solution
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are vacuumed with no visible debris; floors are spotless and streak-free; high-touch surfaces are sanitised with no residue; glass surfaces are clear with no streaks or smudges; rubbish bins are empty and clean.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks; rubbish bins are empty but may have slight odour.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch surfaces are partially sanitised; glass surfaces have visible streaks; rubbish bins are not overflowing but have noticeable odour.
Fail	Heavy dust accumulation; carpets are visibly dirty; floors are dirty with significant streaks; high-touch surfaces are not sanitised; glass surfaces are dirty; rubbish bins are overflowing and odorous.