

Medical Center

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

Scope of Work

- Dusting of all horizontal surfaces including desks, chairs, and equipment.
- Sanitising of high-touch areas such as door handles, light switches, and taps.
- Vacuuming of all carpeted areas and mopping of hard floors.
- Cleaning and sanitising of toilets and washrooms.
- Emptying and sanitising of rubbish bins.
- Cleaning of glass surfaces and mirrors.
- Restocking of consumables such as soap, paper towels, and toilet paper.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Begin with dusting using microfibre cloths to capture dust particles effectively.
3. Sanitise high-touch areas with hospital-grade disinfectant.
4. Vacuum carpets using HEPA-filtered vacuum cleaners to reduce airborne particles.
5. Mop hard floors with a neutral pH cleaner to maintain surface integrity.
6. Clean toilets with a disinfectant cleaner, ensuring all surfaces are covered.
7. Empty rubbish bins and replace liners, sanitising the bin interior.
8. Clean glass surfaces with a streak-free glass cleaner.
9. Check and restock consumables, ensuring all dispensers are operational.

Equipment

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| • Microfibre cloths | • Neutral pH floor cleaner | • Colour-coded cleaning cloths and mops |
| • Hospital-grade disinfectant | • Disinfectant toilet cleaner | • Cleaning trolley |
| • HEPA-filtered vacuum cleaner | • Streak-free glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, dirt, and smudges. High-touch areas are sanitised with no visible residue. Floors are spotless with no streaks or marks. Toilets are odour-free and fully stocked with consumables. Rubbish bins are empty and sanitised.
Good	Most surfaces are clean with minimal dust or smudges. High-touch areas are mostly sanitised. Floors have minor streaks or marks. Toilets are clean with minor odours. Rubbish bins are empty but not sanitised.
Pass	Surfaces have visible dust or smudges. High-touch areas are inconsistently sanitised. Floors have visible streaks or marks. Toilets have noticeable odours. Rubbish bins are not emptied or sanitised.
Fail	Surfaces are visibly dirty with dust and smudges. High-touch areas are not sanitised. Floors are dirty with significant streaks or marks. Toilets are unclean with strong odours. Rubbish bins are overflowing and unsanitised.