

Outdoor Plaza

Code: ANCMF-AU-R-OP-01 • Facility: Retail • Frequency: daily

Scope of Work

- Remove rubbish and debris from all areas, including pathways, seating areas, and garden beds.
- Sweep and mop hard surfaces to remove dirt, dust, and stains.
- Sanitise high-touch surfaces such as handrails, benches, and rubbish bin lids.
- Clean and polish outdoor furniture and fixtures.
- Maintain cleanliness of signage and display areas.
- Ensure all rubbish bins are emptied and cleaned.
- Spot clean any spills or stains immediately.
- Remove cobwebs and dust from all surfaces, including under benches and in corners.

Method

1. Conduct a visual inspection of the plaza to identify areas requiring attention.
2. Use a colour-coded cleaning system to prevent cross-contamination.
3. Begin by removing all visible rubbish and debris, placing it in designated rubbish bins.
4. Sweep all hard surfaces using a broom or mechanical sweeper.
5. Mop surfaces with a suitable cleaning solution, ensuring no residue is left.
6. Sanitise high-touch areas using an appropriate disinfectant.
7. Wipe down and polish all outdoor furniture and fixtures.
8. Empty and clean rubbish bins, replacing liners as needed.
9. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

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| • Broom and dustpan | • Colour-coded cleaning cloths | • Cleaning trolley |
| • Mechanical sweeper | • Disinfectant spray | • Personal protective equipment (PPE) |
| • Mop and bucket | • Rubbish bags | |

Quality Criteria

Performance Level	Criteria
Excellent	No visible rubbish or debris; surfaces are spotless and free of stains; high-touch areas are sanitised and polished; all bins are empty and clean; no cobwebs or dust present.
Good	Minor amounts of rubbish or debris; surfaces are clean with minimal stains; high-touch areas are sanitised; bins are mostly empty and clean; minimal cobwebs or dust.
Pass	Some rubbish or debris present; surfaces have visible stains; high-touch areas are partially sanitised; bins are not overflowing but may have some residue; some cobwebs or dust visible.
Fail	Significant rubbish or debris; surfaces are dirty with multiple stains; high-touch areas are not sanitised; bins are overflowing; cobwebs and dust are prevalent.