

Pharmacy

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

Scope of Work

- Dusting all surfaces including shelves, counters, and display units.
- Sanitising all high-touch areas such as door handles, taps, and payment terminals.
- Vacuuming and mopping all floor surfaces.
- Cleaning and sanitising the toilet facilities.
- Emptying and sanitising rubbish bins.
- Cleaning glass surfaces including windows and display cases.
- Ensuring all cleaning activities are conducted using a colour-coded cleaning system to prevent cross-contamination.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Sanitise high-touch areas with an approved disinfectant, ensuring contact time as per manufacturer's instructions.
3. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to reduce airborne particles.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
5. Clean and sanitise toilet facilities using appropriate cleaning agents, focusing on touchpoints like taps and flush handles.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a streak-free glass cleaner, ensuring no smudges or fingerprints remain.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with wringer
- Colour-coded cleaning cloths and mops
- Approved disinfectants and cleaning agents
- Rubbish bin liners
- Streak-free glass cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless with no residue; high-touch areas are sanitised and free of fingerprints; glass surfaces are crystal clear; no odours present; bins are empty and sanitised.
Good	Minor dust on less accessible surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; glass surfaces have minor smudges; no strong odours; bins are empty but not sanitised.
Pass	Noticeable dust on surfaces; floors have visible residue; high-touch areas are partially sanitised; glass surfaces have visible smudges; faint odours present; bins are not emptied or sanitised.
Fail	Heavy dust accumulation; floors are dirty with significant residue; high-touch areas are not sanitised; glass surfaces are dirty; strong odours present; bins are overflowing and unsanitary.