

Security Office

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

Scope of Work

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

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time for effectiveness.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean windows and glass surfaces with a glass cleaner, ensuring a streak-free finish.

Equipment

- Microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with neutral pH cleaner
- Disinfectant spray
- Glass cleaner
- Colour-coded cleaning cloths
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust. Floors are spotless with no visible marks. High-touch areas are sanitised and free from smudges. Rubbish bins are empty and odour-free. Windows are streak-free.
Good	Minor dust on surfaces. Floors have minimal marks. High-touch areas are mostly sanitised. Rubbish bins are empty but may have slight odour. Windows have minor streaks.
Pass	Noticeable dust on surfaces. Floors have visible marks. High-touch areas are partially sanitised. Rubbish bins are not overflowing but have odour. Windows have visible streaks.
Fail	Heavy dust accumulation. Floors are dirty with numerous marks. High-touch areas are unsanitised. Rubbish bins are overflowing and have strong odour. Windows are dirty with significant streaks.