

Walkways

Code: ANCMF-AU-R-W-02 • Facility: Retail • Frequency: daily

Scope of Work

- Dusting and wiping of all surfaces including railings, ledges, and fixtures.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floor surfaces using appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles and lift buttons.
- Emptying and cleaning of rubbish bins.
- Spot cleaning of walls and glass surfaces.
- Ensuring walkways are free of debris and obstructions.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest point and working downwards.
2. Vacuum carpeted areas thoroughly, paying special attention to corners and edges.
3. Mop hard floors using a colour-coded mop and bucket system, ensuring the use of appropriate cleaning solutions for the floor type.
4. Sanitise high-touch areas with a disinfectant spray and cloth, ensuring all surfaces are wiped dry.
5. Empty rubbish bins, replace liners, and clean the bin exterior with a sanitising wipe.
6. Conduct spot cleaning on walls and glass surfaces using a glass cleaner and cloth.
7. Perform a final walkthrough to ensure all areas are clean and free of debris.

Equipment

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| • Microfibre cloths | • Disinfectant spray | • Cleaning trolley |
| • Vacuum cleaner | • Glass cleaner | |
| • Colour-coded mop and bucket | • Rubbish bin liners | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, floors are gleaming with no streaks or marks, high-touch areas are sanitised and free of smudges, rubbish bins are empty and clean, and the walkway is completely free of debris.
Good	Surfaces are clean with minimal dust, floors have slight streaks but are generally clean, high-touch areas are mostly sanitised, rubbish bins are emptied, and the walkway has minimal debris.
Pass	Surfaces have some dust, floors show visible streaks, high-touch areas are partially sanitised, rubbish bins are not overflowing, and the walkway has some debris.
Fail	Surfaces are dusty, floors are dirty with visible marks, high-touch areas are unsanitised, rubbish bins are overflowing, and the walkway is cluttered with debris.