

Offices

Code: ANCMF-AU-TH-O-01 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and rugs.
- Mopping of hard floor surfaces.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and partitions.
- Spot cleaning of walls and doors.
- Restocking of hygiene supplies such as hand sanitiser and tissues.

Method

1. Use a colour-coded cleaning system to prevent cross-contamination.
2. Dust surfaces using microfibre cloths to capture dust effectively.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise airborne dust.
4. Mop floors with a neutral pH cleaner suitable for the floor type.
5. Sanitise high-touch surfaces with an approved disinfectant.
6. Empty rubbish bins and replace liners, ensuring bins are sanitised.
7. Clean glass surfaces with a streak-free glass cleaner.
8. Perform spot cleaning using appropriate cleaning agents for the surface type.
9. Check and restock hygiene supplies as needed.

Equipment

- Colour-coded microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Approved disinfectant spray
- Rubbish bin liners
- Streak-free glass cleaner
- Spot cleaning agents
- Cleaning trolley

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; carpets are vacuumed with no visible debris; floors are spotless and dry; high-touch surfaces are sanitised with no residue; rubbish bins are empty and sanitised; glass surfaces are streak-free; hygiene supplies are fully stocked.
Good	Minor dust on surfaces; carpets are vacuumed with minimal debris; floors have slight marks; high-touch surfaces are mostly sanitised; rubbish bins are empty but not sanitised; glass surfaces have minor streaks; hygiene supplies are mostly stocked.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible marks; high-touch surfaces are partially sanitised; rubbish bins are not emptied; glass surfaces have visible streaks; hygiene supplies are low.
Fail	Heavy dust accumulation; carpets are not vacuumed; floors are dirty and wet; high-touch surfaces are not sanitised; rubbish bins are overflowing; glass surfaces are dirty; hygiene supplies are depleted.