# Australian National Cleaning Management Framework (ANCMF)

# Plaza

Code: ANCMF-AU-GB-P-02 • Facility: Government Building • Frequency: daily

### **Scope of Work**

- Sweeping and removal of debris from all hard surfaces.
- Mopping of tiled and concrete areas using appropriate cleaning solutions.
- Sanitising of all high-touch surfaces including handrails, benches, and public seating.
- Emptying and cleaning of rubbish bins, ensuring proper waste segregation.
- Cleaning and polishing of any glass surfaces and windows.
- Removal of any graffiti or stains from surfaces.
- Regular inspection and cleaning of public amenities such as toilets and drinking fountains.

#### Method

- 1. Begin by sweeping the entire plaza area to remove loose debris and rubbish.
- 2. Use a colour-coded cleaning system to mop the floors, ensuring the correct cleaning solution is used for each surface type.
- 3. Sanitise all high-touch surfaces with an approved disinfectant, focusing on areas frequently touched by the public.
- 4. Empty rubbish bins, replace liners, and clean the bins with a sanitising solution.
- 5. Clean glass surfaces using a glass cleaner and microfibre cloth to ensure a streak-free finish.
- 6. Inspect for graffiti or stains and use appropriate cleaning agents to remove them.
- 7. Check public amenities, clean and sanitise toilets, and refill supplies as needed.

### **Equipment**

- · Broom and dustpan
- Microfibre clothsGlass cleaner

Rubbish bin liners

- Colour-coded mops and buckets
- Approved disinfectants and cleaning solutions
- Graffiti removal products

## **Quality Criteria**

Performance Level	Criteria
Excellent	All surfaces are spotless, no visible debris or stains, bins are empty and clean, glass surfaces are streak-free, and all high-touch areas are sanitised. No odours present.
Good	Minor debris present, surfaces are mostly clean, bins are emptied but may have minor residue, glass surfaces have minimal streaks, and high-touch areas are mostly sanitised. No strong odours present.
Pass	Noticeable debris, some surfaces are unclean, bins are not fully emptied, glass surfaces have visible streaks, and high-touch areas are inconsistently sanitised. Mild odours may be present.
Fail	Significant debris, surfaces are dirty, bins are overflowing, glass surfaces are heavily streaked, high-touch areas are unsanitised, and strong odours are present.