# Australian National Cleaning Management Framework (ANCMF)

## **HR Office**

Code: ANCMF-AU-I-HO-01 • Facility: Industrial • Frequency: daily

### **Scope of Work**

- Dust all surfaces including desks, chairs, and shelves.
- Vacuum carpets and rugs.
- Mop hard floors using a colour-coded system.
- Wipe and sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty rubbish bins and replace liners.
- Clean and polish glass surfaces and mirrors.
- Ensure all cleaning activities are conducted using environmentally friendly products where possible.

#### Method

- 1. Prepare the cleaning trolley with all necessary equipment and supplies, ensuring colour-coded cloths and mops are used to prevent cross-contamination.
- 2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
- 3. Vacuum carpets and rugs thoroughly, paying special attention to corners and under furniture.
- 4. Mop hard floors with a damp mop, using a neutral detergent suitable for the floor type.
- 5. Wipe and sanitise high-touch surfaces with a disinfectant solution, ensuring full coverage and adequate contact time.
- 6. Empty rubbish bins, replace liners, and dispose of waste in accordance with facility waste management protocols.
- 7. Clean glass surfaces with a glass cleaner and a lint-free cloth, ensuring no streaks remain.

## **Equipment**

- Microfibre cloths (colour-coded)
- Cleaning trolley

· Rubbish bin liners

- Vacuum cleaner
- · Disinfectant solution
- Mop and bucket (colour-coded)
- Glass cleaner

# **Quality Criteria**

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; carpets are vacuumed with no visible debris; floors are spotless and streak-free; high-touch surfaces are sanitised with no residue; glass surfaces are clear with no streaks or smudges; rubbish bins are empty and clean.
Good	Minor dust on high surfaces; carpets are mostly clean with minimal debris; floors have slight streaks; high-touch surfaces are mostly sanitised; glass surfaces have minor streaks; rubbish bins are empty but may have slight odour.
Pass	Noticeable dust on surfaces; carpets have visible debris; floors have visible streaks; high-touch surfaces are partially sanitised; glass surfaces have visible streaks; rubbish bins are not overflowing but have noticeable odour.
Fail	Heavy dust accumulation; carpets are visibly dirty; floors are dirty with significant streaks; high-touch surfaces are not sanitised; glass surfaces are dirty; rubbish bins are overflowing and odorous.