



MALAYSIAN STANDARD

MS 2550:2014

Cleaning performance - Commercial and public buildings

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Department of Standards Malaysia
Ministry of Science, Technology and Innovation
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Selangor Darul Ehsan
MALAYSIA

OR **SIRIM Berhad**
(Company No. 367474 - V)
1, Persiaran Dato' Menteri
Section 2, P. O. Box 7035
40700 Shah Alam
Selangor Darul Ehsan
MALAYSIA

Tel: 60 3 8318 0002
Fax: 60 3 8319 3131
<http://www.standardsmalaysia.gov.my>
E-mail: central@standardsmalaysia.gov.my

Tel: 60 3 5544 6000
Fax: 60 3 5510 8095
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Committee representation

The Industry Standards Committee on Organisational Management (ISC O) under whose authority this Malaysian Standard was developed, comprises representatives from the following organisations:

Department of Occupational Safety and Health Malaysia
Department of Social Welfare Malaysia
Department of Standards Malaysia
Federation of Public Listed Companies
Malaysian Association of Standards Users
Malaysian Employers Federation
Malaysian Institute of Corporate Governance
Malaysian International Chamber of Commerce and Industry
Ministry of Domestic Trade, Co-operatives and Consumerism
Ministry of International Trade and Industry
National Archives of Malaysia
National Consumer Complaints Centre
Securities Commission
SIRIM Berhad (Secretariat)
Telekom Malaysia Berhad

The Working Group on Cleaning Performance which developed this Malaysian Standard consists of representatives from the following organisations:

Jabatan Kerja Raya Malaysia
Malaysian Association of Cleaning Contractors
Malaysian Association of Facility Management
Malaysian Environment Cleaning Science Sdn Bhd
Ministry of Domestic Trade, Co-operatives and Consumerism
Persatuan Pengurusan Kompleks Malaysia
Quality Restroom Association of Malaysia
SIRIM Berhad (Secretariat)

Foreword

This Malaysian Standard was developed by the Working Group on Cleaning Performance under the authority of the Industry Standards Committee on Organisational Management.

Compliance with a Malaysian Standard does not of itself confer immunity from legal obligations.

Preview Only

Introduction

As a science, cleanliness can be measured and that the measurement will be objective, quantitative and repeatable for a given set of criteria. However in practical terms cleaning is subjective and that its measurements are based on a given standard. While subjectivity gives the impression of wide difference in opinion on values and the definition of clean between the service providers in the cleaning industry and the building owners and managers or the professional associations in the real estate industry a standard which specifies the quality of services and the measuring system that determines the quality of cleaning service can reduce such subjectivity and form a platform for those parties involved to move to a performance based system.

Traditionally service providers in the cleaning industry are subjected to a 'head count' system and unilateral imposition of unsound measurement standards and systems which discourage improvement in productivity through skill upgrades and better employment benefits, automation and mechanisation and the medium of information technology. The move to performance based system with sound measurement standards and systems will lead to a better cleaning performance through increased productivity and better understanding and acceptance by all the building owners and managers and their cleaning service providers.

The establishment of this standard is to achieve the following objectives:

- a) to set a minimum standard for cleaning performance;
- b) to standardise quality measurement for cleaning performance in the industry; and
- c) to set a measurement system for monitoring cleaning performance of service provider.

Cleaning performance - Commercial and public buildings

1 Scope

This Malaysian Standard specifies the quality of cleaning services for commercial and public buildings encompassing office buildings, shopping complexes, retail establishments and other premises of similar activities frequented by the public.

2 Normative references

The following normative references are indispensable for the application of this standard. For dated references, only the edition cited applies. For undated references, the latest edition of the normative reference (including any amendments) applies.

MS ISO 9000:2005 (Confirmed 2011), *Quality management systems - Fundamentals and vocabulary (First revision)*

ISO 2394:1998, *General principles on reliability for structures*

3 Terms and definitions

For the purposes of this standard, the following terms and definitions apply.

3.1 ablution area

Place for washing before prayer.

3.2 acceptable service level

Agreed service level in cleaning service considered acceptable in a particular sample size.

3.3 access equipment

Equipment and props used to access working areas above 3 m.

3.4 authority

The government, local council, building owner, client or their representative who enforces on the implementation and application of this standard in the proper manner.

3.5 carpet shampooing

Technique for cleaning carpet usually involving the application of carpet shampoo detergent.

3.6 carpet skimming

A system of interim maintenance for carpet. The procedure involves skimming over the surface of the carpet with a white floor pad impregnated with a suitable cleaning solution and driven by a slow speed rotary machine.

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3.7 characteristics

Distinguishing feature.

NOTES:

1. A characteristic can be inherent or assigned.
2. A characteristic can be qualitative or quantitative.
3. There are various classes of characteristic, such as the following:
 - physical (e.g. mechanical, electrical, chemical or biological characteristics);
 - sensory (e.g. related to smell, touch, taste, sight, hearing);
 - behavioral (e.g. courtesy, honesty, veracity);
 - temporal (e.g. punctuality, reliability, availability);
 - ergonomic (e.g. physiological characteristic, or related to human safety); and
 - functional (e.g. maximum speed of an aircraft).

[MS ISO 9000:2005 (Confirmed 2011)]

3.8 cleaning performance

Result of cleaning service and cleaning related services according to the required standards where these services are activities of a cleaning operative.

3.9 client

Owner of premises, managing agents or their representative. A person who uses, receives the benefits, services, etc. Anyone under the patronage of another; a dependent.

3.10 condition immediately after cleaning

Condition within 30 min after cleaning or before the first usage (whichever is earlier).

3.11 condition in-between cleaning

Condition after 30 min or immediately after the first usage (whichever is earlier).

3.12 conformance

Conformation that a good service meets the requirements of legislative, specified standards or term of a contract. To act in accordance with the prevailing standards, attitudes, practices, etc.

3.13 compliance

Fulfilment of specified requirements.

[ISO 2394:1998]

3.14 deployment

Placing required number of work force in their appropriate locations and positioning them strategically.

3.15 element

Part of the inventory of the building to be cleaned and inspected.

3.16 feature

The facility, physical element of a building, a building component, unit of furnishing or equipment, or of a location, or of an aspect of design, arrangement, form or colour, which helps or hinders satisfaction of a requirement for serviceability.

3.17 grime

Dirt, soot or other filthy matters, adhering to or embedded in surface which are difficult to remove with normal cleaning agents.

3.18 inspection unit

Group of elements located within a spatial unit.

3.19 ingrained dirt

Ineradicable or deep rooted dirt.

3.20 inventory

A complete list of merchandise and list of inspection unit or stock in hand, work-in-progress, raw materials, finished goods on hand, etc.

3.21 non-conformance

Conformation that a service does not meet the requirement of legislations/specified standards or term of a contract.

3.22 periodic

Tasks recurring at intervals of time, repeated at irregular intervals. The frequency of the tasks is determined by the organisation depending on needs.

3.23 pollution

A state of unhealthy environment or the introduction of harmful substances or products into the environment.

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3.24 quality

Degree to which a set of inherent characteristics fulfils requirements.

NOTES:

1. The term “quality” can be used with adjectives such as poor, good or excellent.
2. “Inherent”, as opposed to “assigned”, means existing in something, especially as a permanent characteristic.

[MS ISO 9000:2005 (Confirmed 2011)]

3.25 requirements

Need or expectation that is stated, generally implied or obligatory.

[MS ISO 9000:2005 (Confirmed 2011)]

3.26 reporting

A formal report of the audit findings together with any requests for corrective action. A written report prepared and reviewed jointly with building owner/manager and service provider.

3.27 routine cleaning

Frequent and regular cleaning performed in functional areas on a daily basis according to area usage and the need for cleanliness.

3.28 sample

Selection of a number of elements that are to be inspected for the quality of the cleaning.

3.29 scupper drain

An opening in the side walls of an open-air structure to drain out excess water.

3.30 service provider

A company providing the cleaning service.

3.31 spillage

Any splash of clinical or non clinical waste.

3.32 spray buff

Routine procedure for cleaning smooth floors that are lightly or moderately soiled and to which a non-metallised buffable or semi buffable polish has been applied. The technique involves the application of a mist of buffable detergent or diluted polish (maintainer) by means of a spray bottle, followed by mechanical agitation using a suitable rotary machine fitted with suitable floor pad.

3.33 spray clean

Routine procedure for cleaning smooth floors that are lightly or moderately soiled. The technique involves the application of a mist of water or detergent to floor usually by means of a spray bottle, followed by mechanical agitation using a suitable rotary machine fitted with suitable floor pad.

4 Classification and inventory of the buildings/premises

The classification and inventory of the buildings/premises is given in Annex A.

5 Conditions for inspection

The inspection of the quality of cleaning service is based on the quality benchmarks as given in Annex B.

6 Inspection criteria

6.1 The system of inspection shall specify for each item the qualitative criteria to be employed in the inspection. The system shall include qualitative criterion, instruments and methods used (if any) and accuracy of observation through the timing of inspections.

6.2 The inspection criteria are defined as follows:

- a) unacceptable condition;
- b) condition in between cleaning;
- c) condition immediately after cleaning; and
- d) impossible or inaccessible to clean.

6.3 Inspection should be carried out immediately after cleaning. Where inspection is carried out in between cleaning, then allowances should be given for immediate pollution. Inspection is visual or if necessary with the aid of special measuring instruments and in accordance with the quality benchmarks. It shall be carried out on elements in inspection units selected by sampling, by checking for the presence of pollution or the presence of other attributes.

7 Selection of sample

7.1 Sample size and frequency

The minimum sample size should be determined by the frequency of inspection and the total area/size of the cleaning contract whereby the total area/size is divided by the number of frequency per month.

EXAMPLES:

a) By area /size of premise

Total size	: 10 000 m ²
Frequency	: 8 inspections per month
Sample size	: 10 000 m ² / 8 inspections = 1 250 m ² per inspection per month

b) By number of floors

Total number of floors	: 88
Frequency	: 8 inspections per month
Sample size	: 88 floors / 8 inspection = 11 floors per inspection

8 Assessment

8.1 Inspection

8.1.1 Before inspection is conducted, the following data has to be prepared:

- a) classification of the area (see Annex A);
- b) determine which elements are cleaned (see Annex A);
- c) inventory of the items to be assessed (see Annex A);
- d) number of inspection units (see Annex A);
- e) establish sample size (see 7.1);
- f) establish composition of the sample (see 7.1);
- g) determine the required quality level (see Annex B);
- h) cleaning schedule for the area inspected (see Annex D); and
- i) list of tasks performed for the area (see Annex D).

8.1.2 The inspection (see Annex C) shall be carried out in accordance with the quality benchmark given in Clause 6 and Annex B.

8.2 Adhoc inspection

Building owner may conduct ad hoc site inspections.

9 Compliance

The delivered quality of the cleaning services complies with the agreed service level between the building owners/manager and service provider. It also denotes compliance of statutory rules and regulations.

10 Reporting

Monthly written reports should be made and reviewed jointly with client and service provider. In the report, the measurement of conformity or nonconformity shall be clearly stated. As a guide these could be:

- a) areas where cleaning is not carried out by the service providers;
- b) areas cleaned but cleaning activities were not carried out according to schedule; and
- c) areas cleaned but below expectations or agreed service levels.

11 Machine

In order to achieve the desired level of cleaning, the service provider should have access to basic machinery and equipment required. These machinery and equipment should provide the most efficient and cost effective ways of cleaning. The minimum list should be agreed between the building owners and the service providers.

12 Chemicals

The service provider shall use approved chemicals in the execution of the cleaning works. Each chemical should have a Chemical Safety Data Sheet (CSDS) and is to be used in accordance to the manufacturer's recommendation with regards to dilution, application and safety precautions.

13 Health and safety

The service provider shall ensure a safe environment for its employees and the public at all times. All safety and health act provisions and any subsequent amendments shall be fully complied with particularly on usage and storage of chemicals, Personal Protective Equipment (PPE), electrical appliances and access equipment. All cleaning operatives shall only use recommended safe methods in the execution of the cleaning works.

14 Training

The service provider shall ensure that their employees are trained and competent to perform the required cleaning tasks, and assessment of quality standard, supervision and managing a cleaning contract. Where proficiency certification is required, it shall be issued by a recognised institution and or authorised bodies.

15 Labour requirements and deployment

15.1 The service provider shall be required to determine the manning level of the cleaning operatives for undertaking the required cleaning services. This shall be based on the required quality benchmarks for all the cleaning elements in the building units, the cleaning methodology to be employed for carrying out the specified cleaning tasks and their approved standard time of completion.

15.2 The building owner/manager shall specify the minimum manning level to be deployed. This is applicable to all or some of the building units so long as the service provider is not discouraged to adopt various forms of automation, mechanisation, information technology and skill training that will reduce the labour requirements and achieve better cleaning results.

16 Storage of cleaning equipment, machinery, chemicals and consumables

16.1 The service providers shall ensure that cleaning equipment, machinery, chemicals and consumables are stored in a proper manner and in designated areas provided by the building owner. An inventory control system shall be used so that only the required amount of product are purchased for the job, and that products are rotated so that the oldest product is used first. An inventory control system shall be put in place to ensure only serviceable cleaning machinery and equipment are stored.

16.2 Storage areas shall be secured to allow access only to authorised personnel. Special requirements for equipment and products that pose particular hazards, such as electrical shock, flammability, reactivity, etc. shall be followed.

Annex A
(normative)

Classification and inventory of buildings/premises

Table A.1. Classification and inventory of buildings/premises

Category	Inspection unit	Elements
Building interior	Entrance and common area lobby	Door surface/frame/closer
		Floor/skirting
		Wall/partition
		Ceiling/air-conditionner diffuser/light diffuser/fan
		Glass/window
		Fitting, fixtures and furniture
		Switches/signage
		Fire hose reel/extinguisher
		Planter boxes/ornaments
		Letter box
		Rubbish bin
		Reception counter
	Corridor	Door surface/frame/closer
		Floor
		Wall/partition
		Ceiling/air-conditionner diffuser/light diffuser
		Glass/window
		Fitting, fixtures and furniture
		Switches/signage

Table A.1. Classification and inventory of buildings/premises (continued)

Category	Inspection unit	Elements
Building interior	Corridor	Fire hose reel/extinguisher
		Planter boxes/ornaments
		Rubbish bin
	Staircase	Door surface/frame/closer
		Floor
		Wall
		Ceiling
		Tread/riser
		Railing
		Switches/signage
	Washroom	Door surface/frame/closer
		Floor (including floor trap)/tiles/skirting
		Partition/wall
		Ceiling/air-conditioner diffuser
		Glass panel/window
		Mirror
		Fitting, fixtures and furniture
		Switches/power point/signage
		Wash hand basin/vanity top
		Urinals and toilet bowls
Soap dispenser		
Toilet paper dispenser		
Bins/sanitary bins (in ladies washroom)		
Diaper changing station		

Table A.1. Classification and inventory of buildings/premises (continued)

Category	Inspection unit	Elements
Building Interior	Elevator (Service and passenger lifts)	External door
		Internal door
		Mirror
		Elevator wall
		Push button panel
		Elevator floor lobby
		Elevator ledges and lights
		Lift track
	Escalator/travellator /trolley conveyor	Glass
		Handrails and balustrades
		Structure
		Landing
		Steps
	Management office	Door surface/frame/closer
		Floor/skirting
		Wall/partition
		Ceiling/air-conditionner diffuser/light diffuser
		Glass/window
		Fitting/furniture/equipments
		Switches
		Fire extinguisher
Planter boxes/ornaments		
Waste paper basket		
Pantry		

Table A.1. Classification and inventory of buildings/premises (continued)

Category	Inspection unit	Elements
Building interior	Prayer room	Ablution area
		Prayer mat/prayer attire
		Door surface/frame/closer
		Partition/wall
		Ceiling/air-conditionner diffuser/light diffuser
		Fitting, fixtures and furniture
		Switches
	Multipurpose hall/ auditorium/Seminar room	Door surface/frame/closer
		Floor/skirting
		Wall/partition
		Ceiling/air-conditionner diffuser/light diffuser
		Glass/window
		Fitting, fixtures and furniture
		Switches
Building exterior	Walkway and compound	Fitting, fixtures and furniture
		Floor/tiles/skirting
		Bin
		Handrails and balustrades
		Wall
		Signages/billboard
	Car-park	Door
		Floor

Table A.1. Classification and inventory of buildings/premises (continued)

Category	Inspection unit	Elements
Building exterior	Car-park	Wall
		Ceiling
		Exhaust louvres
		Scupper drain
		Fitting
		Signage
		Fire extinguisher
		Bin
		Car-park equipment
		Piping/conduits/trunking etc.
		columns
	Landscape area	Fitting
		Signage
		Planter box
		Water features i.e. wall, floor etc.
	Drain	Grating
		Gutter
		Rain water down pipe
	Roof top	Roof surface
		Rainwater outlet
		Gutter
	External facade/ canopy/awning	Wall
		Glass surface

Table A.1. Classification and inventory of buildings/premises (concluded)

Category	Inspection unit	Elements
Others	Refuse area	Door
		Wall
		Ceiling
		Roller shutter
		Floor
		Bin
		Fixtures and fittings
		Drain
	Loading and unloading bay	Floor
		Wall
		Ceiling
		Door
		Roller shutter
		Railing
	Food court (common area)	Floor
		Wall
		Ceiling
		Door
		Fixtures and fittings
		Waste bin
		Wash hand basin/vanity top

Annex B
(normative)

Quality benchmarks

- B.1** The proposed quality benchmarks for the various elements are specified in Table B.1.
- B.2** There are two sets of benchmarks for each element in order to take into account the possibility of re-pollution when inspections are not carried out immediately after cleaning as compared to inspection carried out immediately after cleaning without possibility of re-pollution.
- B.3** The elements which are cleaned according to the minimum cleaning frequency should be free from dust and stain when inspection is carried out immediately after cleaning.

Table B.1. Quality benchmarks

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Door surface/frame/closer/ grill	- Wipe clean	- Free of dust and stain.	- Light dust. - Fingerprint mark on door knob. - Stripes from shoes.	- Accumulated dust and stain. - Stripes resulting from improper cleaning.
	- Polishing (for metal and wood surface)	- Free of dust and stain. - Even sheen.	- Light dust. - Fingerprint mark on door knob and surface.	- Accumulated dust and stain. - Streak mark resulting from improper polishing.
Floor (Without polish layer)	- Sweep/dust mop	- Shall be free of dust and stain and loose foreign matter. - Free from impacted debris and superficial marks.	- An isolated stain may be present. - Some light dust is permitted.	- Loose debris, ingrained dirt or scuff marks.
	- Mopping	- Has uniform appearance. - Dry and free from spillages, removable stain, superficial marks and loose debris.	- Debris and spillage arising from usage. - Litter and soils arising from the day activities.	- Build up spillages, removable stain, superficial marks, non-uniform finish. - Mop or machine marks. - Excessive dampness. - Detergent residue. - Dul appearance.
	- Scrubbing	- Dry and free from removable stain, spillages, ingrained dirt, scuffmarks and impacted debris. - Uniform appearance.	- Debris and spillages arising from usage.	- Build up spillages, removable stain, ingrained dirt, scuff marks and impacted debris. - Non-uniform appearance.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Floor (With polish layer)	- Sweep/dust mop	- Shall be free of dust and stain and loose foreign matter. - Free from impacted debris and superficial marks.	- An isolated stain may be present. - Some light dust is permitted.	- Loose debris, ingrained dirt or scuff marks.
	- Mopping	- Has uniform appearance. - Dry and free from spillages, removable stain, superficial marks and loose debris.	- Debris and spillage arising from usage. - Litter and soils arising from the day activities.	- Build up spillages, removable stain, superficial marks, non-uniform finish. - Mop or machine marks. - Excessive dampness. - Detergent residue. - Dull appearance.
	- Spray buff/buff	- Dry and free from removable stain, spillages, scuff marks and debris. - Has even sheen.	- Debris and spillages arising from usage.	- Build up spillages, removable stain, ingrained dirt, and loose debris and scuff marks. - Non-uniform appearance.
	- Spray clean/light scrubbing	- Dry and free from removable stain, spillages, ingrained dirt, scuffmarks and impacted debris. - Uniform appearance.	- Debris and spillages arising from usage after light scrubbing.	- Build up spillages, removable stain, ingrained dirt, scuff marks and impacted debris. - Non-uniform appearance.
	- Stripping and polishing	- Dry and free from removable stain, spillages, scuff marks and debris. - Has even sheen.	- Debris and spillages arising from usage after stripping and polishing.	- Build up spillages, removable stain, ingrained dirt, loose debris and scuff marks. - Non-uniform appearance.
	- Vacuum	- Free from dust.	- Dust arising from usage between vacuuming.	- Accumulation of dust.
	- Stain removal	- Free from removable stain and spillages.	- Not applicable.	- Embedded spillages.
Carpeted Floor				

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
	- Carpet skimming	- Spotless appearance. - Dry.	- Light stain from usage.	- Discoloration. - Excessive dampness. - Odour.
	- Carpet shampooing	- Free from removable stain and spillages. - Spotless appearance.	- Light stain from usage.	- Discoloration. - Excessive dampness. - Odour.
Floor (Including floor trap)	- Scrub and mop dry	- Free from litters, tissue and other small pieces. - Free from debris, small particles and like substance. - Free from dry/wet organic dirt, spit, spillage etc. - Free from black streak, soil, dirt from foot step. - Dry.	- Any trash or garbage or waste material arising from. - Only small particles are randomly present without continuous layer on floor surface. - Any stain, dirt, mark arising from usage. - Any wet area clearly present from usage.	- Any trash or garbage or waste material especially bits of paper scattered untidily in one area. - Small particles are randomly present in a continuous layer on floor surface. - Any stain/mark smeared out or any stain/mark still clearly present, showing well defined borders. - Any wet area clearly present showing well define unattended and no sign of mopping/drying activity. - Any dirt clearly present showing well define unattended and no sign of mopping/drying activity.
Wall/partition	- Wipe clean - Vacuum	- Free of dust, stain, cobwebs or sticker leftovers. - Frame in which the partition is mounted shall be free of dust and stain. - NOTE. Special attention ought to be given to the lines of attachment between the partition and its frame.	- Debris, dust and stain arising from the usage.	- Build up loose debris and dust on vertical surfaces and at points of contact with horizontal surfaces. - Removable stain or smears.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Skirting board	- Wipe clean	- Free of dust and stain.	- Some light dust permitted.	- Accumulated dirt, dust and stain. - Mop and machine mark.
Glass/window	- Spot wipe with glass cleaner	- Free of dust, stain and fingerprints.	- Some light dust may be present.	- Dull surface.
	- Clean glass with lambwool and squeegee.	- Clear glass.	- Finger marks and light smear in inaccessible area.	- Watermark. - Build up of dirt and dust on frame and glass. - Heavy finger marking. - Mark on surrounding areas arising from cleaning.
Fittings, fixtures and furniture	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Build up of loose debris and dust on horizontal surfaces and at points of contact with vertical surfaces. - Surfaces sticky to the touch.
Switches, signages, billboards	- Polish	- Dry and free from removable stain, spillages and debris. Has bright even sheen.	- Light dust and litter. - Light finger marking especially around door handle and arm of chair and desk edge.	- Surfaces sticky to the touch. - Dull appearance. - Discoloration because of dirt, smear and mark arising from cleaning activities. - Streak mark due to improper cleaning.
	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
Fire hose reel/extinguisher	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
Ornaments/planter boxes	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
	- Dirt/litter removal	- Free from dirt and litter. - Free of cigarette buds.	- Some light dust is permitted.	- Accumulated dust and stain.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Letter box	<ul style="list-style-type: none"> - Wipe clean 	<ul style="list-style-type: none"> - Free of dust and stain. 	<ul style="list-style-type: none"> - Some light dust is permitted. 	<ul style="list-style-type: none"> - Accumulated dust and stain.
Waste bin	<ul style="list-style-type: none"> - Remove waste - Replenish plastic bag - Wipe/wash/clean 	<ul style="list-style-type: none"> - Waste free. - Dry. - Spotless. - Interior free from sediment or ingrained dirt. - Dry. 	<ul style="list-style-type: none"> - Waste paper and litter arising since bin were last clean. - Some light dust is permitted (including in and outside of lid). 	<ul style="list-style-type: none"> - Overflow of waste. - Accumulated dust and stain. - Marks and smear which can be removed by cleaning. - Odour. - Encrusted dirt. - Build up of dust and dirt in interior and exterior. - Surfaces sticky to the touch.
Staircase/Escalator steps	<ul style="list-style-type: none"> - Sweep 	<ul style="list-style-type: none"> - Smooth floors shall be free of dust and stain. - Rough dirt shall not appear on the floor. 	<ul style="list-style-type: none"> - An isolated stain may be present. - Some light dust is permitted. 	<ul style="list-style-type: none"> - Loose debris, ingrained dirt or scuff marks.
	<ul style="list-style-type: none"> - Mopping 	<ul style="list-style-type: none"> - Has uniform appearance. - Dry and free from spillages, removable stain, superficial marks and loose debris. 	<ul style="list-style-type: none"> - Debris and spillage arising from usage. - Litter and soils arising from the day activities. 	<ul style="list-style-type: none"> - Build up spillages, removable stain, superficial marks, non-uniform finish. - Mop or machine marks. - Excessive dampness. - Detergent residue. - Dull appearance.
	<ul style="list-style-type: none"> - Stripping and polishing <p>NOTE. Not applicable for staircase with anti slip strips.</p>	<ul style="list-style-type: none"> - Dry and free from removable stain, spillages, scuff marks and debris. - Has even sheen. 	<ul style="list-style-type: none"> - Debris and spillages arising from usage. 	<ul style="list-style-type: none"> - Build up spillages, removable stain, ingrained dirt, loose debris and scuff marks. - Non-uniform appearance.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Hand railings and balustrade	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Build up of loose debris and dust on horizontal surfaces and at points of contact with vertical surfaces. - Surfaces sticky to the touch.
	- Polish	- Dry and free from removable stain. - Has bright even sheen.	- Light dust and stain. - Light finger marking.	- Surfaces oily to the touch. - Dull appearance. - Discoloration because of dirt, smear and mark arising from cleaning activities. - Streak mark due to improper cleaning.
Ablution area	- Wash clean	- Dry. - Free of dirt and stain. - Taps free of stain.	- Light stain. - Any visible smear arising from usage. - Cobwebs not clearly present/visible.	- Slime. - Algae. - Bad odour. - Rust. - Accumulated dirt and stain.
	- Spot wipe with glass cleaner - Clean glass with lambwool and squeegee.	- Free of dust, stain and fingerprints. - Clear glass. - Some light dust may be present.	- Finger marks and light smear at inaccessible area. - Dull surface. - Watermark.	- Build up of dirt and dust on frame and glass. - Heavy finger marks. - Mark on surrounding areas arising from cleaning.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Wash hand basin/vanity top	- Wash clean and disinfect	- Free from loose/floating particles. - Free from grime. - Free from chemical residue. - Free from rust. - Dry.	- Any loose/floating particle which arising from usage. - Any stain/mark not removed arising from usage. - Any chemical residue not removed arising from usage.	- Any unpleasant material that formed and accumulated on the surface of liquid strainer. - Any stain/mark not removed and clearly present. - Build up or accumulated stain/cleaning agent. - Any surface unpolished and left with smears and dirt and no sign of polishing activity.
Urinal	- Wash clean and disinfect	- Free from loose/floating particles. - Free from grime. - Free from stain. - Free from chemical residue. - Free from rust/ lime scale. - Dry. - Free from dust.	- Any loose/floating particle which arising from usage. - Any stain/mark not removed arising from usage. - Any chemical residue not removed arising from usage. - Urine not removed arising from usage. - Only small particles randomly present without continuous layer. - Any grime arising from usage.	- Any unpleasant material that formed and accumulated on the surface. - Excessive urine left to dry. - Build up or accumulated stain/cleaning agent. - Any surface with grime/lime scale marks not removed and clearly visible. - Small particles randomly present in a continuous layer at any surface.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Toilet bowl	<ul style="list-style-type: none"> - Wash clean and disinfect 	<ul style="list-style-type: none"> - Seat is clean, free from discolouration and properly secured. - Seat cover is clean and free from scratch arising from improper cleaning. - Free from loose/floating particles. - Free from grime. - Free from stain. - Free from chemical residue. - Free from deposit. - Free from rust. - Dry. 	<ul style="list-style-type: none"> - Any discolouration on seat or damaged from usage. - Any loose/floating particle which arising from usage. - Any stain/mark not removed arising from usage. - Any chemical residue not removed arising from usage. - Any deposit not removed arising from usage. - Only small particles randomly present without continuous layer. 	<ul style="list-style-type: none"> - Seat is unclear, discoloured and shaky. - Seat cover is unclear/ scratch arising from improper cleaning. - Any unpleasant material that formed and accumulated on the surface of liquid. - Any surface with grime/lime scale marks not removed and clearly visible. - Build up or accumulated stain/cleaning agent. - Any surface unpolished and left with smears and dirt and no sign of polishing activity. - Visible layer of small particles/ stain. - Small particles randomly present in a continuous layer at any surface.
Sanitiser/deodoriser	<ul style="list-style-type: none"> - Wipe clean 	<ul style="list-style-type: none"> - Free from dust/stain. - All unit functioning. 	<ul style="list-style-type: none"> - Stain/mark arising from usage. - Unit not functioning. 	<ul style="list-style-type: none"> - Visible layer of small particles/ stain. - unit not functioning.
Hand Bidet	<ul style="list-style-type: none"> - Wash and wipe clean 	<ul style="list-style-type: none"> - Dry. - Free of dirt and stain. - Bidet is not touching the floor. 	<ul style="list-style-type: none"> - Light stain. 	<ul style="list-style-type: none"> - Bidet touching the floor. - Accumulated stain.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Handryer/tissue dispenser/towel dispenser/soap dispensers	<ul style="list-style-type: none"> - Wipe clean 	<ul style="list-style-type: none"> - Free of dust and stain. - Units shall be functional. - Free from smears. - Free from excessive/left out cleaning agent. - Dry. 	<ul style="list-style-type: none"> - Some light dust is permitted. - Only one unit not functioning if more than one unit is installed. - New smear mark (green). - Any chemical residue arising from usage. 	<ul style="list-style-type: none"> - Visible layer of small particles/stain. - Any unit not functioning. - Surface unpolished. - Build up or accumulation of cleaning agent.
Bins/sanitary bins/receptacles	<ul style="list-style-type: none"> - Remove waste/sanitary towels - Replenish plastic bag 	<ul style="list-style-type: none"> - Waste free litter and overflow. - Free from dust and stain. - Free from bad odour. 	<ul style="list-style-type: none"> - Minimal waste paper and litter. - Any stain/mark not removed arising from usage in between cleaning. 	<ul style="list-style-type: none"> - Waste material/sanitary towels not collected and overflowing. - Visible layer of small particles/stain.
	<ul style="list-style-type: none"> - Wipe/wash/clean 	<ul style="list-style-type: none"> - Spotless. - Interior free from sediment or ingrained dirt. - Dry. 	<ul style="list-style-type: none"> - Some light dust is permitted (including in and outside of lid). 	<ul style="list-style-type: none"> - Accumulated dust and stain. - Marks and smear which can be removed by cleaning. - Odour. - Encrusted dirt. - Build up of dust and dirt in interior and exterior. - Surfaces sticky to the touch.
Diaper changing station/ folding board	<ul style="list-style-type: none"> - Wipe clean and disinfect 	<ul style="list-style-type: none"> - hygienic state. - Free from dust and stain. - Free from bad odour. 	<ul style="list-style-type: none"> - Any stain/mark not removed arising from usage. 	<ul style="list-style-type: none"> - Unpleasant smell. - Unhygienic condition. - Visible layer of particles/stain.
lift car	<ul style="list-style-type: none"> - Wipe clean/vacuum 	<ul style="list-style-type: none"> - Free of dust, dirt and stain. 	<ul style="list-style-type: none"> - Light dust. 	<ul style="list-style-type: none"> - Accumulated dust and stain.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Escalator/ travelator/ walkalator covering	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain
	- Polish	- Dry and free from removable stain, spillages and debris. Has bright even sheen.	- Light dust and litter. - Light finger mark	- Surfaces sticky to the touch. - Dull appearance. - Discoloration because of dirt, smear and mark arising from cleaning activities. - Streak mark due to improper cleaning.
Escalator Landing/Steps	- Sweep/vacuum/polish	- Shall be free of dust and stain and foreign matter. - Shall be free of impacted debris.	- Some light dust is permitted.	- Loose debris, ingrained dirt or scuff marks.
	- Mopping	- Has uniform appearance. - Dry and free from spillages, removable stain, superficial marks and loose debris.	- Debris and spillage arising from usage. - Litter and soils arising from the day activities. - An isolated stain may be present.	- Build up spillages, removable stain, superficial marks, non-uniform finish. - Mop or machine marks. - Excessive dampness. - Detergent residue. - Dull appearance.
	- Brush clean	- Free of dirt, dust and stain.	- Debris and spillage arising from usage.	- Build up spillages, removable stain, superficial marks, non-uniform finish.
	- polishing	- Free of oily/grease stain.	- Litter and soil arising from the day activities. - Light dust. - Fingerprint mark-scuffmarks.	- Mop or machine marks. - Excessive dampness. - Detergent residue. - Dull appearance.

Table B.1. Quality benchmarks (continued)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Pantry	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Build up spillages, removable stain, superficial marks, non-uniform finish. - Mop or machine marks. - Excessive dampness. - Detergent residue. - Dull appearance. - Accumulated dirt, dust and stain.
	- Mop clean	- Has uniform appearance. - Dry and free from spillages, removable stain, superficial marks and loose debris.	- Debris and spillage arising from usage. - Litter and soils arising from the day activities.	- Accumulated dirt, dust and stain.
	- Scrubbing	- Dry and free from removable stain, spillages, ingrained dirt, scuffmarks and impacted debris. - Uniform appearance.	- Debris and spillages arising from usage.	- Build up spillages, removable stain, ingrained dirt, scuff marks and impacted debris. - Non-uniform appearance.
Venetian blind	- Vacuum/wipe clean	- Free of dust, stain, cobwebs or sticker leftovers. - Frame in which the venetian blind is mounted shall be free of dust and stain.	- Debris, dust and stain arising from usage.	- Build up of dust on vertical surfaces and at points of contact with horizontal surfaces. - Removable stain or smears.
Ceiling/air conditioner diffuser/light diffuser	- Vacuum and wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust, stain and cobwebs.

Table B.1. Quality benchmarks (concluded)

Element	Cleaning Tasks	condition immediately after cleaning	condition in-between cleaning	Unacceptable condition
Prayer room	- Mop and wipe clean (floor)	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
	- Refer to carpeted floor where applicable	- Refer to carpeted floor where applicable.	- Refer to carpeted floor where applicable.	- Refer to carpeted floor where applicable.
	- Sweep and wash clean	- Roof free of dust and stain.	- Light dust and stain.	- Accumulated dust, stain and fungus, etc.
Exhaust Louvre	- Vacuum and wipe clean	- Free of dust, stain, soot and grease residue.	- Light dust and stain.	- Accumulated dust, stain, soot and grease residue.
Piping/conduits/trunking	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
Scupper drain (carpark)	- Sweep clean	- Free of litters and blockage.	- Some litters exist since last sweeping.	- Accumulated litters and blockage.
	- Wipe clean	- Free of dust and stain.	- Some light dust is permitted.	- Accumulated dust and stain.
Water features	- Wash clean	- Free from litter, dust, dirt and stain.	- Some litter, dust and light stain exist since last cleaning.	- Accumulated dust, dirt and stain
	- Wash and clean	- Free from algae growth.	- Some litter, dust and light stain exist since last cleaning.	- algae growth.
Gutter	- Pressure wash (where applicable)	- Free from foreign matters.	- Some foreign matters exist since outlets were last clean.	- Overflow of foreign matters.
	- Remove foreign matters and clear blockage	- Free from blockage. - Free from moist, algae growth.	- Some foreign matters exist since last clean.	- Overflow of foreign matter.
Roller shutter	- Wipe clean	- Free of dust and stain. - Free from unauthorised notices/labels.	- Some light dust and stain is permitted.	- Build up dust on horizontal surfaces and at points of contact with vertical surfaces. - sticky surfaces. - Presence of unauthorised notices/labels.

Annex C
(normative)

Method of assessment

C.1 Performance level

C.1.1 The Performance Assessment sheet (see Table C.1) is a tabulated list of inspection units, their respective elements for each area/block to be inspected and cleaning tasks for each element. The assessment is done for each element of an area/block with its respective cleaning tasks. The scoring of the inspection result is based on whether inspection is carried out immediately after cleaning or in-between cleaning.

C.1.2 Building owner/manager or its representative together with the service provider or its representative shall randomly select the areas or blocks to be inspected. Inspection shall be carried out immediately after cleaning or in-between cleaning in which the relevant standard is applicable.

C.1.3 The acceptable percentage score shall be determined by both the building owner/manager and service provider.

C.1.4 The recording of the inspection is by rating the level of compliance to the performance level as follows:

Non-compliance	: 0
Compliance	: 1

C.1.5 Cleaning performance will then be calculated based on the points obtained, divided by the number of elements inspected. The total is then multiplied by 100 for a percentage score.

Table C.1. Inspection rating

Inspection unit	Elements	Immediate (A) / In-between (B)	Score		Remarks
			0	1	
Entrance and common area lobby	1. Door surface/frame/closer				
	2. Floor/tiles/skirting				
	3. Wall/partition				
	4. Ceiling/aircon diffuser/light diffuser/fan				
	5. Glass/window				
	6. Fitting, fixtures and furniture				
	7. Switches/signage				
	8. Fire hose reel/extinguisher				
	9. Planter boxes/ornaments				
	10. Letter box				
	11. Rubbish bin				
	12. Reception counter				
	13. Door surface/frame/closer				
	14. Floor				
	15. Wall/partition				
	16. Ceiling/aircon diffuser/light diffuser				
	17. Glass/window				
	18. Fitting, fixtures and furniture				
	19. Switches/signage				
	20. Fire hose reel/extinguisher				
	21. Planter boxes/ornaments				
	22. Rubbish bin				
23. Door surface/frame/closer					
Corridor					
Staircase					

Table C.1. Inspection rating (continued)

Inspection unit	Elements	Immediate (A) / In-between (B)	Score		Remarks
			0	1	
Staircase	24. Floor				
	25. Wall				
	26. Ceiling				
	27. Tread/riser				
	28. Railing				
	29. Switches/signage				
	30. Door surface/frame/closer				
	31. Floor (including floor trap/tiles/skirting)				
	32. Partition/wall				
Washroom	33. Ceiling/aircon diffuser				
	34. Glass panel/window				
	35. Mirror				
	36. Fitting, fixtures and furniture				
	37. Switches/power point/signage				
	38. Wash hand basin/vanity top				
	39. Urinals and toilet bowls				
	40. Soap dispenser				
	41. Toilet paper dispenser				
	42. Bins/sanitary bins (in ladies washroom)				
	43. Diaper changing station				
	44. External door				
	45. Internal door				
	46. Mirror				
	47. Elevator wall				
	48. Push button panel				
	49. Elevator floor lobby				
	50. Elevator ledges and lights				
	51. Lift track				
Elevator (Service and passenger lifts)					

Table C.1. Inspection rating (continued)

Inspection unit	Elements	Immediate (A) / In-between (B)	Score		Remarks
			0	1	
Escalator/ travellator/trolley conveyor	52. Glass				
	53. Handrails				
	54. Structure				
	55. Landing				
	56. Steps				
	57. Door surface/frame/closer				
Management office	58. Floor/tiles/skirting				
	59. Wall/partition				
	60. Ceiling/aircon diffuser/light diffuser				
	61. Glass/window				
	62. Fitting, fixtures and furniture				
	63. Switches				
	64. Fire extinguisher				
	65. Planter boxes / ornaments				
	66. Waste paper basket				
	67. Pantry				
	68. Ablution area				
	69. Prayer mat				
	70. Door surface/frame/closer				
	71. Partition/wall				
Prayer room	72. Ceiling/aircon diffuser/light diffuser				
	73. Fitting, fixtures and furniture				
	74. Switches				
Multipurpose hall/ auditorium/ seminar room	75. Door surface/frame/closer				
	76. Floor/tiles/skirting				
	77. Wall/partition				
	78. Ceiling/aircon diffuser/light diffuser				
	79. Glass/window				
	80. Fitting, fixtures and furniture				
	81. Switches				
	82. Fire extinguisher				

Table C.1. Inspection rating (continued)

Inspection unit	Elements	Immediate (A) / In-between (B)	Score		Remarks
			0	1	
Walkway and compound	83. Fitting, fixtures and furniture				
	84. Floor/tiles/skirting				
	85. Bin				
	86. Handrails and balustrades				
	87. Wall				
	88. Roof				
	89. Signages/billboard				
	90. Door				
	91. Floor				
Car park	92. Wall				
	93. Ceiling				
	94. Exhaust louvre				
	95. Scupper drain				
	96. Fitting, fixtures				
	97. Signage				
	98. Fire extinguisher				
	99. Bin				
	100. Car park equipment				
	101. Piping/conduits/trunking, etc.				
Landscape area	102. Columns				
	103. Fitting, fixtures and furniture				
	104. Signage				
	105. Planter (boxes)				
	106. Water features i.e. wall, floor, etc.				
Drain	107. Grating				
	108. Gutter				
	109. Rain water down pipe				

Table C.1. Inspection rating (continued)

Inspection unit	Elements	Immediate (A) / In-between (B)	Score		Remarks
			0	1	
Refuse area	110. Door				
	111. Wall				
	112. Ceiling				
	113. Roller shutter				
	114. Floor				
	115. Bin				
	116. Fittings, fixture and furniture				
Loading and unloading bay	117. Drain				
	118. Floor				
	119. Wall				
	120. Ceiling				
	121. Door				
	122. Roller shutter				
	123. Railing				
Roof top	124. Roof surface				
	125. Rainwater outlet				
	126. Gutter				
	127. Wall				
External facade/ canopy/awning	128. Glass surface				
	129. Floor				
Food court (common area)	130. Wall				
	131. Ceiling				
	132. Door				
	133. Fitting, fixtures and furniture				
	134. Waste bin				
	135. Wash hand basin/vanity top				

Table C.1. Inspection rating (concluded)

Inspection unit	Elements	Immediate (A) / In-between (B)	Score		Remarks
			0	1	
Refuse area	136. Door				
	137. Wall				
	138. Ceiling				
	139. Roller shutter				
	140. Floor				
	141. Bin				
	142. Fittings, fixture and furniture				
	143. Drain				
Score					

NOTE. Refer to quality benchmark for evaluation of performance for immediately after cleaning (A)/in-between cleaning (B).

No. of elements inspected (x)		Total score (y)	
Date and time of inspection:			
..... (Service provider) (Owner/manager)			

C.2 Cleaning performance calculation

The cleaning performance, expressed as a percentage of performance, is determined using the equation:

$$\text{Percentage of performance} = \frac{x}{y} \times 100\%$$

where

x is the number of elements inspected (see Table C.1); and

y is the total score (see Table C.1).

C.3 Performance rating

The rating for cleaning performance is given in Table C.3.

Table C.3. Rating for cleaning performance

Performance level	Unsatisfactory	Fair	Good	Excellent
Percentage range (%)	< 50	51 - 65	66 - 85	> 85

Annex D
(normative)

Cleaning schedule

D.1 The level of cleaning standard is subjected to the frequency of cleaning tasks agreed between the building owner/manager and the service provider. When frequency of cleaning is less, the time frame for in-between cleaning will be longer. This means that the tolerable level of cleaning performance will be higher.

D.2 The pollutions due to usage in-between cleaning will be present for a longer period of time.

D.3 The suggested cleaning schedule (see Table D.1) serves as a guide for the attainment of a minimal level of cleanliness for a commercial building.

Table D.1. Cleaning schedule

Inspection unit	Element	Cleaning tasks	Proposed frequency
Entrance and lobby	Door surface/ frame/closer/grill	Wipe clean	Daily
		Polishing (for metal and wood surface)	Weekly
	Floor - Without polish layer	Sweep/dust mop	Daily
		Mopping	Daily and as when required
		Scrubbing	Monthly and as when required
	Floor - With polish layer	Sweep/dust mop	Daily
		Mopping	Daily and as when required
		Spray buff/buff	Weekly
		Spray clean/scrubbing	Monthly
		Stripping and polishing	Quarterly
	Floor mat/mat well	Dry vacuum	Daily
		Spot clean	When necessary
	Wall/partition	Wipe clean/vacuum	Weekly
	Skirting board	Wipe clean	Weekly
	Glass/window	Spot wipe with glass cleaner	When necessary
		Clean glass with lambwool and squeegee	Weekly
	Fittings, fixtures and furniture	Wipe clean	Daily
		Polish	Monthly
	Switches/signages	Wipe clean	Monthly
	Fire hose reel/ extinguisher	Wipe clean	Monthly
	Ornaments/Planter boxes	Wipe clean	Monthly
		Dirt/litter removal	Daily
	Letter box	Wipe clean	Weekly
Waste bin	Remove waste/replenish plastic bag	Daily	
	Wipe /wash/clean	Weekly	
Corridor	Door surface/frame/closer	Wipe clean	Weekly
	Floor - Without polish layer	Polishing (for metal and wood surface)	Weekly
		Sweep/dust mop	Daily

Table D.1. Cleaning schedule (continued)

Inspection unit	Element	Cleaning tasks	Proposed frequency
Corridor	Floor - Without polish layer	Mopping	Daily and as when required
		Scrubbing	Monthly
	Floor - With polish layer	Sweep/dust mop	Daily
		Mopping	Daily and as when required
		Spray buff/buff	Weekly
		Spray clean/Scrubbing	Monthly
		Stripping and polishing	Quarterly
		Floor -Carpeted	Vacuum
	Floor -Carpeted	Stain removal	When necessary
		Carpet skimming	Monthly
		Carpet shampooing	Bi-annually
		Wall	Wipe clean/vacuum
	Glass/window	Spot wipe with glass cleaner	Daily
		Clean glass with lambwool and squeegee	Weekly
	Fittings, fixtures and furniture	Wipe clean	Weekly
		Polish	Monthly
	Switches/signages	Wipe clean	Monthly
	Fire hose reel/ extinguisher	Wipe clean	Monthly
	Waste bin	Remove waste and replenish plastic bag	Daily
		Wipe/wash/clean	Weekly
Ornaments/planter boxes	Wipe clean	Monthly	
	Dirt/litter removal	Daily	
Staircase	Door surface/frame /closer	Wipe clean	Weekly
	Floor	Dry vacuum/ Spot Clean	Daily and as when required
	Wall/partition	Wipe clean/ vacuum	Weekly
	Steps	Sweep/dust mop	Daily
		Mopping	Weekly
		Stripping and polishing	Quarterly
	Handrail and balustrade	NOTE. Not advisable for anti slip surfaces Wipe clean	Daily

Table D.1. Cleaning schedule (continued)

Inspection unit	Element	Cleaning tasks	Proposed frequency
		Polish	Monthly
	Switch/signage	Wipe clean	Monthly
Washroom	Door surface and edges /frame/closer	Wipe clean	Daily
	Floor (Including floor traps)	Mopping	Three times daily and as when required
		Manual scrubbing	Daily
		Machine scrub	Weekly
	Floor mat	Dry vacuum and spot clean	Daily
	Ablution area	Wash clean	Three times daily
	Partition/wall	Wipe clean/vacuum	Weekly
	Glass panel/window	Spot wipe with glass cleaner	Daily
		Clean glass with lambwool and squeegee	Weekly
	Mirror	Spot wipe with glass cleaner	Three times daily
	Fittings, fixtures and furniture	Wipe clean	Weekly
	Switches/signages	Wipe clean	Monthly
	Wash hand basin /vanity top	Wash clean	Three times daily
	Hand bidet	Wash clean	Three times daily
	Hand dryer	Wipe clean	Daily
	Toilet bowl	Wash clean	Three times daily and as when required
	Toilet seat and cover	Wash clean	Three times daily and as when required
	Urinal	Wash clean	Three times daily and as when required
	Flushing device	Wipe clean	Three times daily
	Shower	Wash clean	Daily
	Towel dispenser	Wipe clean	Daily
	Soap dispenser	Wipe clean	Daily
	Toilet paper dispenser	Wipe clean	Daily
	Toilet paper holder	Wipe clean	Daily
	Bins/Sanitary bins/receptacles	Remove waste/replenish plastic bag	Daily and as when required
		Wipe/wash/clean	Daily
Diaper changing station/folding board	Wipe clean	Daily	
Lift car	Floor / Wall / Door	Wipe clean	Daily

Table D.1. Cleaning schedule (continued)

Inspection unit	Element	Cleaning tasks	Proposed frequency
	Mirror	Wipe Clean	Weekly
	Elevator ledge and light	Vacuum	Weekly
	Lift track	Vacuum	Weekly
	Glass	Spot wipe with glass cleaner	Clean glass with lambwool and squeegee
Clean glass with lambwool and squeegee			
Escalator/ travelator/ walkalator	Glass	Spot wipe with glass cleaner	Daily
		Clean glass with lambwool and squeegee	
	Handrail and balustrade	Wipe clean	Monthly
	covering	Wipe clean	Daily
		Polish	Quarterly
	Landing	Sweep	Daily
		Mopping	Weekly
Step	Brush clean	Monthly	
Management office	Door surface/frame/closer	Wipe clean	Weekly
		Polishing (for metal and wood surface)	
	Floor - Without polish layer	Sweep/dust mop	Daily and as when required
		Mopping	Daily
		Scrubbing	Monthly
	Floor - With Polish layer	Sweep/dust mop	Daily
		Mopping	Daily
		Spray buff/buff	Monthly
		Spray clean/scrubbing	Monthly
		Stripping and polishing	Monthly
	Wall/partition	Wall/partition	Quarterly
	Skirting board	Skirting board	Monthly
	Glass/window	Glass/window	Weekly
	Fitting/furniture	Wipe clean	Daily
		Polish	Monthly
	Switch/signage	Wipe clean	Monthly
	Fire hose reel/extinguisher	Wipe clean	Monthly
Waste paper basket	Remove waste and replenish plastic bag	Monthly	
Pantry	Wipe clean	Daily	
	Mop clean	Daily	
Venetian blind	Vacuum/wipe clean	Daily	

Table D.1. Cleaning schedule (concluded)

Inspection unit	Element	Cleaning tasks	Proposed frequency
Prayer room	Door/wall/partition	Wipe clean	Daily
	Floor carpet	Vacuum	Daily, as and when required
		Stain removal	As and when required
	Fittings, fixtures and furniture	Wipe clean	Daily
	Venetian blind	Vacuum/wipe clean	Weekly
	Ablution area	Wash clean	Daily
Ceiling	Light fittings	Wipe clean	Monthly
	Air vent	Wipe clean	Monthly
	Ceiling board/fans	Vacuum/wipe clean	Monthly
	Ducting	Wipe clean	Monthly
	Trunking and piping	Wipe clean	Weekly
Planter boxes and flower pots		Wipe clean	Weekly
		Dirt/litter removal	Daily
External facade	Wall	Wipe clean/vacuum	Monthly (< 3 m) Bi-annually (> 3 m)
	Glass surface	Spot wipe with glass cleaner	When necessary
		Clean glass with lambwool and squeegee	Weekly
Roof top surface (flat roof)	Roof surface	Pressure wash	Monthly
	Rainwater outlet	Remove foreign matters	Monthly
		Pressure wash	Monthly
	Gutter	Remove foreign matters	Monthly
		Pressure wash	Monthly
Pavement and compound, driveway, carpark and side walk.		Remove litters	Daily
		Sweep clean	Daily
		Pressure clean	Weekly
Landscape area		Remove litters	Daily
		Sweep clean	Daily
Drains		Remove foreign matters	Daily
		Pressure wash	Weekly
Handrail		Wipe clean	Daily
		Polish	Monthly
Refuse area		Remove waste/litters	Daily
		Pressure wash	Monthly
Bins		Remove waste/litters	Daily
		Wash clean	Weekly
Loading and unloading bays		Remove litters	Daily
		Pressure wash/machine scrub and dry	Monthly

Acknowledgements

Members of Industry Standards Committee on Organisational Management

Datuk Marimuthu Nadason (Chairman)	Malaysian Association of Standards Users
Ms Khatijah Hashim (Secretary)	SIRIM Berhad
Haji Mohamad Jamil	Department of Occupational Safety and Health Malaysia
Ms Norbayah Ariffin	Department of Social Welfare Malaysia
Ms Nor Latifah Hussin	Department of Standards Malaysia
Ms Stefanie Ng	Federation of Public Listed Companies
Ms Ratna Devi Nadarajan/ Ms Mohana Priya	Malaysian Association of Standards Users
Dr Michael Chiam	Malaysian Employers Federation
Mr Ahmad Shahab Haji Din	Malaysian Institute of Corporate Governance
Ms Jenny Shabudin	Malaysian International Chamber of Commerce and Industry
Ms Rashinah Abdul Hamid	Ministry of Domestic Trade, Co-operatives and Consumerism
Haji Zakaria Haji Jaafar	Ministry of International Trade and Industry
Ms Samariah Mohd Ali/Mr Ismail Md Yusof	National Archives of Malaysia
Mr Adam Anand Row	National Consumer Complaints Centre
Mr Attila Emam	Securities Commission
Ms Rosenany Mohd Salleh	Telekom Malaysia Berhad

Members of Working Group on Cleaning Performance

Mr Foo Tew Nam (Chairman)	Ministry of Domestic Trade, Co-operatives and Consumerism
Ms Noraslina Mat Zain (Secretary)	SIRIM Berhad
Haji Ilhami Idrus/ Mr Faizul Azlan Loman	Jabatan Kerja Raya Malaysia
Mr Noruddin Idris/ Mr Nik Husin Nik Yusoff	Malaysian Association of Cleaning Contractors
Haji Faizal Rahim Moidunny	Malaysian Association of Facility Management
Dr Chackrapani S. Pillay/Mr Rashid Ramly	Malaysian Environment Cleaning Science Sdn Bhd
Mr Anthony Dylan/ Ms Evelyn Lo	Persatuan Pengurusan Kompleks Malaysia
Mr Hasan Hamzah	Quality Restroom Association of Malaysia

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