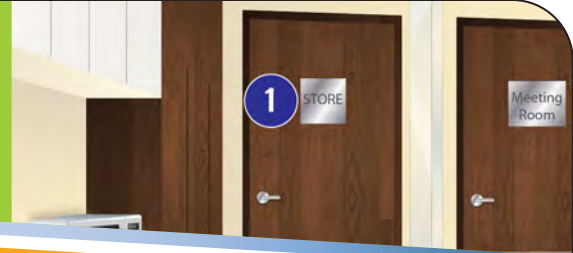


Office Space Cleaning Procedures

办公室内清洁程序



1 Pre-work Preparation at Store before Cleaning 清理前的准备工作



Equipment and Chemicals needed 所需配备与化学品



- Appropriate PPE inclusive of protective gloves (when handling chemicals), uniform and covered shoes



- 适当的个人防护配备包括防护手套（应在处理化学剂时使用）和安全鞋



- Earth Leakage Circuit Breaker (ELCB) (recommended)
- 漏电断路器（ELCB）（推荐）

Step 步骤

1



Description 描述

- Put on appropriate Personal Protective Equipment (PPE) before starting work
- 在开始工作前，穿戴适当的个人防护配备（PPE）

2

Check List

- ☒ Glove
- ☒ Broom
- ☒ Dust Pan
- ☒ Safety Signage
- ☒ Mop



- Check condition of working tools and equipment
- Ensure that there is sufficient capacity in the vacuum cleaner dust bag if applicable
- 检查工具和配备的操作状况
- 确保吸尘机里的集尘袋容量充足（如适用）

Equipment and Chemicals needed

所需配备与化学品



- Safety Signage
- 安全标牌



- White Cleaning Cloths
- 白布



- Cleaning chemical (neutral – commonly green colour -coded tape)
- 清洁剂（一般贴有绿色标签贴纸为中性）



- Carpet Cleaning Chemical
- 地毯专用清洁剂

Step 步骤

1



Description 描述

Display safety signage at the work area
在工作区域摆放安全告示牌

2



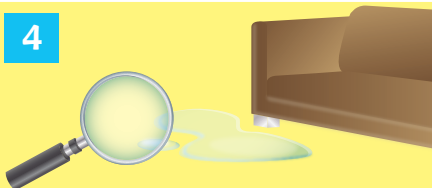
Identify any possible hazard or risk at the work area
确认工作区域是否有任何可能的危险情况发生

3



Check for damage and report damage (if any) to supervisor
检查是否有任何损坏情况；如有损坏情况，请向上级报告

4



Identify the location of the spillages, stains etc.
确认发现溅漏和留有污渍的位置

Equipment and Chemicals needed

所需配备与化学品



- Safety Signage
- 安全标牌



- White Cleaning Cloths
- 白布



- Cleaning chemical (neutral – commonly green colour-coded tape)
- 清洁剂（一般贴有绿色标签贴纸为中性）



- Carpet Cleaning Chemical
- 地毯专用清洁剂

Step 步骤

5



6



Description 描述

- Perform colour fastness test by first applying water onto a white cleaning cloth
- Dab a small portion of the damp cloth onto the edges/corners of the carpet
- 进行色牢度（脱色）测试，首先将白色清洁布沾湿
- 用一小部分的湿布轻轻按压地毯的边缘或角落
- Check for colour transfer between cloth and carpet. Note: Do NOT proceed to use the cleaning chemical if colour transfer occurs. Inform your supervisor
- Repeat steps 4 to 6 for cleaning chemical
- 检查地毯上的颜色是否转移到湿布。注意：如有出现颜色转移（脱色），切勿使用清洁剂，并告知您的上级
- 重复步骤 4 至 6 以测试是否可用清洁剂

3

Removal of Spillages and Stains¹ on the Carpet

清除地毯上的溅漏和污渍¹

Equipment and Chemicals needed

所需配备与化学品



- Absorbent Paper Material
- 吸水纸



- White Cleaning Cloths
- 白布



- Water Spray Bottle
- 喷雾瓶



- Carpet Cleaning Chemical
- 地毯专用清洁剂

Step 步骤

1



Description 描述

Remove furniture and obstacles
移开家具和障碍物

2



Spray carpet cleaning chemical onto the spillage or stain
在溅漏或污渍处喷洒地毯专用清洁剂

3



Clear spillage with absorbent paper material
使用吸水纸清除溅漏物

4



- Spray water and use white cleaning cloth to blot till spillage or stain is completely removed
- Repeat steps 2 to 4 to remove other spillages and stains found within the work area
- 对溅漏或污渍处喷水并用白色清洁布擦拭，直到完全清除为止
- 重复步骤 2 至 4，清除工作区域内的其他溅漏和污渍

¹ Spillages and stains include food stains, ink, mud and oil. For stains that cleaners are not able to remove and spillages such as body emissions (e.g. vomit), specialised cleaning may be required.

¹ 溅漏和污渍包括食物污渍、墨渍、泥泞和油污。对于无法用清洁剂清除的污渍及身体排放物（如呕吐物）等溅漏，可能需要采用专门的清理方法。

4

Vacuuming

吸尘

4

Equipment and Chemicals needed

所需配备与化学品



- Vacuum Cleaner with appropriate attachments
- 吸尘机和适当的附件



- Earth Leakage Circuit Breaker (ELCB) (recommended)
- 漏电断路器 (ELCB) (推荐)

Step 步骤

1



Description 描述

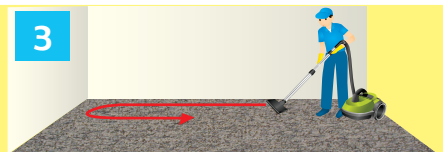
First connect vacuum cleaner to ELCB and then connect the ELCB to the main power socket
首先将吸尘机连接至漏电保护断路器 (ELCB)，再将 ELCB 连接至总电源插座

2



Vacuum the carpet floor section by section. Ensure that wires are not tangled
分区进行地毯表面的吸尘工作。注意避免电线缠绕

3



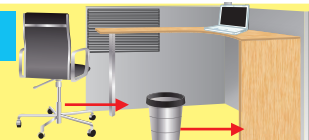
For vacuuming of work area, start from the far end and work towards the near end
吸尘工作应从工作区域的最末端开始，并朝向近端进行

4



Check that there are no more spillages and stains
检查地毯上已无其他溅漏和污渍

5



Place the furniture back
将家具放回原来的位置

5

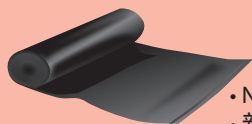
Emptying of General Waste Bins

清空垃圾桶



Equipment and Chemicals needed

所需配备与化学品



- New Bin Liner
- 新垃圾袋



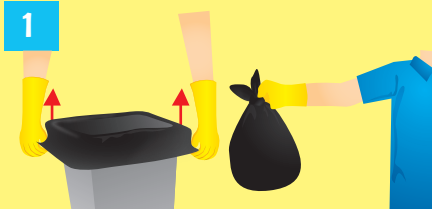
- Sanitizer
- 消毒剂



- Cleaning Cloth
- 清洁布

Step 步骤

1



Description 描述

Tie and remove used bin liner from waste bin. Hold the used bin liner at an arm's length apart from body to avoid contact with sharp objects in the used bin liner
将垃圾袋绑紧并取出。在绑紧垃圾袋时，应该与身体保持一个手臂的距离，以免接触到垃圾袋中的尖锐物体

2



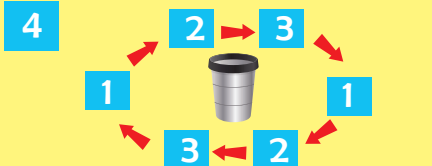
Place used bin liner into disposal bag on the service trolley
将用过的垃圾袋放入清洁服务车上的废物收集袋

3



Clean the interior and exterior of the waste bin with sanitizer and cloth and place new liner into the waste bin
用消毒剂和布擦垃圾桶内部和外部，然后将新的垃圾袋放入垃圾桶里

4



Repeat steps 1 to 4 for other waste bins found within the work area. Note: Bulky items should be flattened/broken down before disposal
重复步骤 1 至 4，处理工作区域内其他的垃圾桶。注意：大型物品应先平压或 拆除才再丢弃

6

Cleaning of Horizontal Surfaces²清理水平表面²

Equipment and Chemicals needed

所需配备与化学品



- Cleaning chemical (neutral – commonly green colour -coded tape)
- 清洁剂（一般贴有绿色标签贴纸为中性）



- Water Spray Bottle
- 喷雾瓶



- Cleaning Cloth
- 清洁布

Step 步骤

1



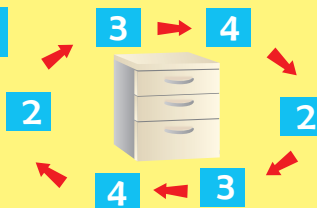
2



3



4



Description 描述

Prepare cleaning chemical and dilute according to manufacturer's specification

依照制造商的指示，将清洁剂和适量的水加入喷瓶中

Spray cleaning chemical onto cleaning cloth

将清洁剂喷在清洁布上

Wipe from edges of the surface and also 'in-out' and in figure of '8/S' motions

从表面的边缘开始，由里到外，按照 8 字或 S 形动作进行擦洗

• Repeat steps 2 to 4 for other horizontal surfaces found within the work area

• Rinse cloth as and when necessary

• 重复步骤 2 至 4，处理工作区域内的其他水平表面

• 在需要时用水冲洗清洁布

² Horizontal surfaces refer to tables, cabinets, partitions, shelves and desks found in the reception areas, conference room(s), workstations and pantry. Horizontal surfaces in pantry refer to (but are not limited to) counter tops, tables, cabinets and sink; working from far end of the pantry towards the entrance.

² 水平表面是指接待处、会议室、工作站和茶水间里的桌子、橱柜、隔板、层架和办公桌。茶水间里的水平表面指的是（但不限于）台面、桌子、橱柜和水槽；清理工作从茶水间的最末端开始，并朝向入口处进行。

7

Cleaning of Pantry³清理茶水间³

Equipment and Chemicals needed

所需配备与化学品



- Safety Signage
- 安全标牌



- Water Spray Bottle
- 喷雾瓶



- Absorbent Paper Material
- 吸水纸



- White Cleaning Cloths
- 白布



- Cleaning chemical (neutral – commonly green colour-coded tape)
- 清洁剂（一般贴有绿色标签贴纸为中性）

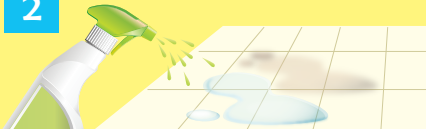
Step 步骤

1



Display safety signage at the work area
在工作区域摆放安全告示牌

2



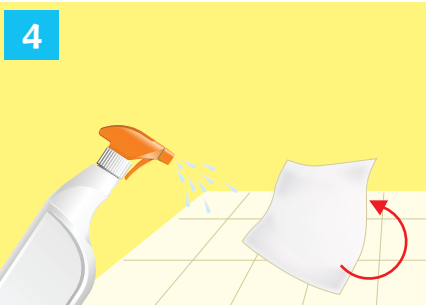
Spray cleaning chemical onto the spillage or stain on hard floor
对地板上的溅漏或污渍处喷洒清洁剂

3



Clear spillage using absorbent paper material
用吸水纸清除溅漏物

4



- Spray water and use white cleaning cloth to clear spillage or stain in circular motion till completely removed
- Repeat steps 2 to 4 to remove other spillages and stains found within the pantry
- 向溅漏或污渍处喷水，用白色清洁布以画圈动作清理直到完全干净为止
- 重复步骤 2 至 4，清除茶水间里的其他溅漏和污渍

7 Cleaning of Pantry³ (Continued)

清理茶水间³-续



Equipment and Chemicals needed

所需配备与化学品



• Broom
• 扫把



• Dust Pan
• 畚斗



• New Bin Liner
• 新垃圾袋



• Sanitizer
• 消毒剂



• Cleaning Cloth for Waste Bins
• 垃圾桶专用清洁布

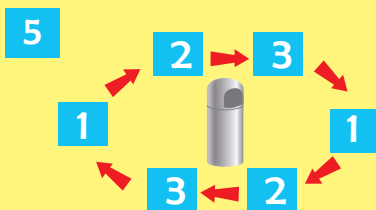


• Mopping bucket
• 拖把桶

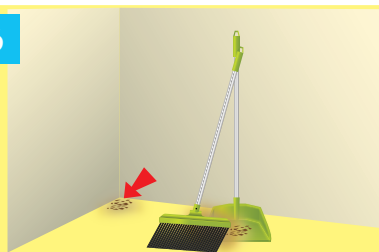


• Mopping solution with sanitizing properties (refer to product specification for compatibility to cleaning surface)
• 有消毒作用的拖地液（对于此拖地液是否适用于需清洗的表面，请参阅产品规格）

Step 步骤



6



7



Description 描述

Please refer to Sequence 5: Steps 1 to 4 for removal of waste bins in pantry. Note: Food waste must not be left overnight.

有关茶水间里的垃圾桶的清理方式，请参考次序 5 里的步骤 1 至 4。注意：废弃物如食物不得放置过夜。

Sweep the floors and take special notice of the corners where dust tend to gather and accumulate

在扫地时，特别注意灰尘常积聚的角落

Fill water and mopping solution into mopping-bucket

将水和拖地液加入拖把桶中

7

Cleaning of Pantry³ - (Continued)清理茶水间³-续

Equipment and Chemicals needed

所需配备与化学品



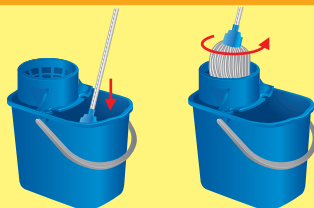
- Mop
- 拖把

Note that the mop should not drip and must be wrung dry before mopping

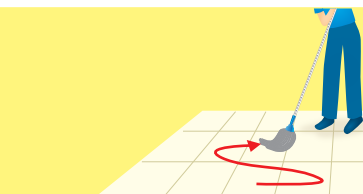
请注意，拖地前应先将拖把拧干，不要让拖把四处滴水

Step 步骤

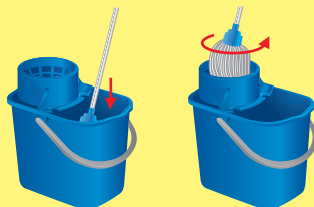
8



9



10



Description 描述

Dip mop into mopping-bucket and wring mop to ensure no dripping

将拖把浸入桶中，然后拧干，以确保拖把不会滴水

Damp mop the floor surface section by section including corners/edges using figure of '8/S' and/or in overlapping motion

分区拖地，以 8 字或 S 形路线用重叠方式拖地，不要遗漏角落和边缘

Rinse mop for another section of the work area

清洗拖把，然后到下一个工作区拖地

³ Depending on the layout and configuration of the pantry, some elements may not be applicable

³ 视茶水间的布局配置而定，有些清理步骤可能不适用

8

Re-instating Work Area

将工作区域恢复原状



Equipment and Chemicals needed

所需配备与化学品

Step 步骤

1



Check List	
	Done
1. XXXXX	☒
2. XXXXX	☒
3. XXXXX	☒
4. XXXXX	☒

Description 描述

Reassess work area and check to ensure that work has been done according to requirements

重新评估工作区域，并确定已按照要求完成工作

2



Remove waste/refuse and dispose at designated collection point

清除废弃物或垃圾，将它们丢进指定的垃圾收集站

3



Remove safety signage only when floor is dry

等地面干了之后，才移走安全告示牌

4



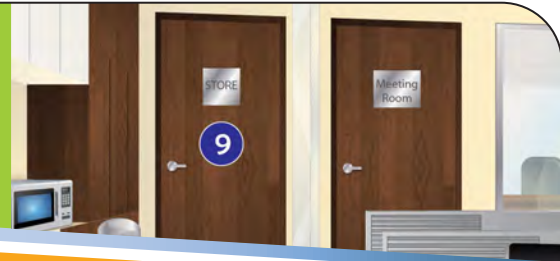
Remove all tools and equipment from the work area

收拾在工作区域中的所有工具和配备

9

Returning Tools & Equipment to Store

将工具和配备放回储藏室

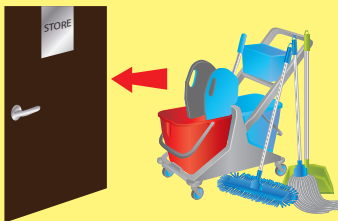


Equipment and Chemicals needed

所需配备与化学品

Step 步骤

1



Description 描述

Clean and return trolley, tools and equipment back to the store

将服务车、工具和配备清理干净并放回储藏室

2



Remove gloves. Wash and hang to dry for next use

脱下手套。清洗并吊干手套，准备下次使用

3



Wash hands for good personal hygiene

洗手以维持良好的个人卫生

Equipment and Chemicals List

配备和化学剂列表

Equipment 配备



- Appropriate PPE inclusive of protective gloves (when handling chemicals), uniform and covered shoes



- 适当的个人防护配备包括防护手套（应在处理化学剂时使用）和安全鞋



- Safety Signage
- 安全标牌



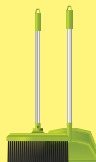
- Earth Leakage Circuit Breaker (ELCB) (recommended)
- 漏电断路器（ELCB）（推荐）



- Cleaning cloth for waste bins
- 垃圾桶专用清洁布



- Cleaning Cloth
- 清洁布



- Broom & Dust Pan
- 扫把和畚斗



- New Bin Liner
- 新垃圾袋



- Absorbent Paper Material
- 吸水纸



- Mopping -bucket
- 拖把桶



- White Cleaning Cloths
- 白布



- Mop
- 拖把



- Vacuum cleaner with appropriate attachments
- 吸尘机和适当的附件



- Water Spray Bottle
- 喷雾瓶

Chemicals 化学剂



- Sanitizer
- 消毒剂



- Carpet Cleaning Chemical
- 地毯专用清洁剂



- Mopping solution with sanitizing properties (refer to product specification for compatibility to cleaning surface)
- 有消毒作用的拖地液（对于此拖地液是否适用于需清洗的表面，请参阅产品规格）



- Cleaning chemical (neutral – commonly green colour -coded tape)
- 清洁剂（一般贴有绿色标签贴纸为中性）

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