

Bank

Code: ANCMF-AU-TH-B-03 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting of all horizontal surfaces including counters, desks, and ledges.
- Sanitising of high-touch areas such as door handles, light switches, and ATM keypads.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floor surfaces with appropriate cleaning solutions.
- Emptying and sanitising of rubbish bins.
- Cleaning and polishing of glass surfaces and partitions.
- Spot cleaning of walls and doors to remove marks and stains.
- Ensuring all cleaning activities comply with relevant Australian workplace health and safety standards.

Method

1. Begin by organising the cleaning trolley with all necessary supplies, ensuring colour-coded cloths are used for different areas to prevent cross-contamination.
2. Dust all horizontal surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas using a disinfectant spray and cloth, ensuring all surfaces are visibly wet for the contact time specified by the product.
4. Vacuum all carpeted areas thoroughly, paying special attention to corners and edges.
5. Mop hard floors using a neutral pH cleaner, ensuring the floor is not left slippery.
6. Empty rubbish bins, replace liners, and sanitise the interior and exterior of the bins.
7. Clean glass surfaces with a glass cleaner, ensuring no streaks or smudges remain.
8. Perform spot cleaning on walls and doors as needed, using a suitable cleaner for the surface type.

Equipment

- Colour-coded microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Cleaning trolley
- Disinfectant spray
- Glass cleaner
- Neutral pH floor cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust, marks, and smudges. Floors are spotless and dry. No rubbish is visible. Glass surfaces are streak-free. High-touch areas are sanitised with no residue.
Good	Minor dust or marks on less than 5% of surfaces. Floors are clean with minimal wet spots. Rubbish bins are empty and clean. Glass surfaces have minimal streaks. High-touch areas are mostly sanitised.
Pass	Noticeable dust or marks on 10% of surfaces. Floors have some visible dirt or wet spots. Rubbish bins are emptied but not sanitised. Glass surfaces have visible streaks. High-touch areas are partially sanitised.
Fail	Significant dust or marks on more than 10% of surfaces. Floors are dirty or wet. Rubbish bins are full or dirty. Glass surfaces are heavily streaked. High-touch areas are not sanitised.