

Baggage Handling

Code: ANCMF-AU-TH-BH-01 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting all surfaces including conveyor belts, counters, and equipment.
- Sanitising high-touch areas such as handles, buttons, and touchscreens.
- Vacuuming and mopping floors to remove debris and spills.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing glass surfaces and windows.
- Ensuring all cleaning activities comply with colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and prevent airborne particles.
2. Sanitise high-touch areas with an approved disinfectant, ensuring contact time as per manufacturer's instructions.
3. Vacuum floors using a HEPA-filter vacuum to capture fine particles and allergens.
4. Mop floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a streak-free glass cleaner, using a squeegee for large areas.

Equipment

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| • Microfibre cloths | • Approved disinfectant | • Colour-coded cleaning buckets and mops |
| • HEPA-filter vacuum | • Rubbish bin liners | |
| • Neutral pH floor cleaner | • Squeegee | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, debris, and smudges. High-touch areas are sanitised with no visible residue. Floors are spotless with no streaks or marks. Rubbish bins are empty, clean, and odour-free. Glass surfaces are crystal clear with no streaks.
Good	Surfaces are mostly clean with minimal dust or smudges. High-touch areas are sanitised with slight residue. Floors have minor streaks or marks. Rubbish bins are empty and clean with slight odour. Glass surfaces have minor streaks.
Pass	Surfaces have some dust and smudges. High-touch areas are sanitised but with visible residue. Floors have noticeable streaks or marks. Rubbish bins are empty but not fully clean. Glass surfaces have visible streaks.
Fail	Surfaces are visibly dusty and smudged. High-touch areas are not sanitised. Floors are dirty with significant streaks or marks. Rubbish bins are full or dirty. Glass surfaces are streaked and unclear.