

Cargo Office

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

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning of windows and glass partitions.
- Ensuring all cleaning activities are conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth, starting from the highest points and working downwards.
2. Vacuum all carpeted areas thoroughly, paying special attention to corners and under furniture.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Sanitise high-touch areas with a disinfectant approved by Australian standards.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean windows and glass partitions with a streak-free glass cleaner.
7. Ensure all cleaning tools and equipment are cleaned and stored properly after use.

Equipment

- Microfibre cloths
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer
- Neutral pH floor cleaner
- Disinfectant spray
- Glass cleaner
- Colour-coded cleaning cloths and buckets

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and smudges; floors are spotless with no visible marks; high-touch areas are sanitised and free of fingerprints; rubbish bins are empty and odour-free; windows and glass are streak-free.
Good	Minor dust on surfaces; floors have minimal marks; high-touch areas mostly sanitised; rubbish bins are empty but may have slight odour; windows and glass have minor streaks.
Pass	Noticeable dust on surfaces; floors have visible marks; high-touch areas partially sanitised; rubbish bins not emptied or have noticeable odour; windows and glass have visible streaks.
Fail	Heavy dust accumulation; floors are dirty with numerous marks; high-touch areas not sanitised; rubbish bins overflowing or with strong odour; windows and glass are dirty with significant streaks.