

Cargo Terminal

Code: ANCMF-AU-TH-CT-02 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting of all surfaces including counters, shelves, and equipment.
- Sanitising of high-touch areas such as door handles, lift buttons, and handrails.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors with appropriate cleaning solutions.
- Emptying and sanitising of rubbish bins.
- Cleaning and sanitising of toilet facilities.
- Wiping down of windows and glass surfaces.
- Removal of cobwebs and dust from ceilings and corners.
- Inspection and cleaning of air vents and grilles.

Method

1. Prepare cleaning trolley with colour-coded cleaning cloths and solutions.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Sanitise high-touch areas using a disinfectant spray and cloth.
4. Vacuum all carpeted areas thoroughly, ensuring edges and corners are reached.
5. Mop hard floors using a damp mop and appropriate cleaning solution, ensuring no excess water is left.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean toilet facilities using toilet-specific cleaning agents, ensuring all surfaces are sanitised.
8. Wipe windows and glass surfaces with a glass cleaner and squeegee.
9. Remove cobwebs using an extendable duster.
10. Inspect air vents and grilles, dust and clean as necessary.

Equipment

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| • Colour-coded microfibre cloths | • Mop and bucket | • Cleaning trolley |
| • Disinfectant spray | • Glass cleaner and squeegee | • Rubbish bin liners |
| • Vacuum cleaner | • Extendable duster | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. High-touch areas are sanitised and free of any residue. Floors are spotless with no visible marks or water streaks. Rubbish bins are empty, clean, and odour-free. Toilets are sanitised and fresh-smelling. Windows and glass surfaces are streak-free.
Good	Most surfaces are clean with minimal dust or smudges. High-touch areas are mostly sanitised. Floors have minor marks but are generally clean. Rubbish bins are empty and clean. Toilets are clean with slight odour. Windows and glass surfaces have minor streaks.
Pass	Surfaces have some dust and smudges. High-touch areas are partially sanitised. Floors have visible marks and some water streaks. Rubbish bins are emptied but not fully clean. Toilets are clean but have noticeable odour. Windows and glass surfaces have visible streaks.
Fail	Surfaces are dusty and dirty. High-touch areas are not sanitised. Floors are dirty with visible marks and water streaks. Rubbish bins are full or dirty. Toilets are dirty with strong odour. Windows and glass surfaces are dirty and streaked.