

Emergency Services

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

Scope of Work

- Dusting of all horizontal and vertical surfaces, including equipment and furniture.
- Sanitising of high-touch surfaces such as door handles, light switches, and communication devices.
- Vacuuming of all carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate disinfectant solutions.
- Cleaning and sanitising of toilets and washbasins.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning of glass surfaces and mirrors to ensure they are streak-free.
- Restocking of hygiene supplies such as hand sanitisers and paper towels.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Apply a hospital-grade disinfectant to high-touch surfaces and allow appropriate dwell time before wiping clean.
3. Use a HEPA-filter vacuum cleaner for all carpeted areas to ensure removal of fine particles.
4. Mop hard floors using a two-bucket system to prevent cross-contamination, ensuring the use of a colour-coded mop.
5. Clean toilets and washbasins with a non-abrasive cleaner, ensuring all surfaces are sanitised.
6. Empty rubbish bins, sanitise the interior and exterior, and replace liners.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth for a streak-free finish.
8. Check and restock hygiene supplies, ensuring all dispensers are functioning correctly.

Equipment

- Microfibre cloths
- Hospital-grade disinfectant
- HEPA-filter vacuum cleaner
- Two-bucket mopping system
- Colour-coded mops
- Non-abrasive toilet cleaner
- Glass cleaner
- Lint-free cloths

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust, dirt, and smudges. High-touch areas are sanitised and have no visible residue. Floors are spotless with no streaks or marks. Toilets are odour-free and sanitised. Rubbish bins are clean and have no lingering odours. Glass surfaces are crystal clear.
Good	Most surfaces are clean with minimal dust or smudges. High-touch areas are mostly sanitised with slight residue. Floors have minor streaks or marks. Toilets are mostly odour-free and sanitised. Rubbish bins are clean with slight odours. Glass surfaces have minor streaks.
Pass	Surfaces have some dust or smudges. High-touch areas have visible residue. Floors have noticeable streaks or marks. Toilets have slight odours and are partially sanitised. Rubbish bins have noticeable odours. Glass surfaces have visible streaks.
Fail	Surfaces are visibly dirty with dust and smudges. High-touch areas are not sanitised. Floors have significant streaks or marks. Toilets have strong odours and are not sanitised. Rubbish bins have strong odours and are dirty. Glass surfaces are dirty with significant streaks.