

## Gate Area

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

### Scope of Work

- Dust all surfaces including seating, ledges, and fixtures.
- Vacuum carpeted areas and mop hard floors.
- Sanitise high-touch surfaces such as handrails, seating, and kiosks.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces, including windows and partitions.
- Ensure all signage is clean and legible.
- Remove any visible stains or marks from all surfaces.
- Check and clean air vents and diffusers.

### Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality is maintained.
3. Mop hard floors with a neutral pH cleaner to avoid damage to surfaces.
4. Sanitise high-touch areas using a hospital-grade disinfectant, ensuring contact time as per manufacturer's instructions.
5. Empty rubbish bins, clean with a disinfectant, and replace liners.
6. Clean glass surfaces with a streak-free glass cleaner and a microfibre cloth.
7. Inspect and clean air vents and diffusers with a vacuum and damp cloth.

### Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Neutral pH floor cleaner
- Hospital-grade disinfectant
- Streak-free glass cleaner
- Colour-coded cleaning buckets and mops
- Cleaning trolley

### Quality Criteria

| Performance Level | Criteria                                                                                                                                                                                                                                                          |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Excellent</b>  | All surfaces are visibly clean and free from dust, dirt, and marks. Floors are spotless with no visible stains. High-touch areas are sanitised and free from smudges. Rubbish bins are empty and clean. Glass surfaces are streak-free. Air vents are dust-free.  |
| <b>Good</b>       | Surfaces are mostly clean with minimal dust or marks. Floors have minor stains but are generally clean. High-touch areas are mostly sanitised. Rubbish bins are empty but may have minor residue. Glass surfaces have minor streaks. Air vents have minimal dust. |
| <b>Pass</b>       | Surfaces have some dust and marks. Floors have visible stains. High-touch areas are partially sanitised. Rubbish bins are not overflowing but have visible residue. Glass surfaces have noticeable streaks. Air vents have visible dust.                          |
| <b>Fail</b>       | Surfaces are visibly dirty with dust and marks. Floors are stained and dirty. High-touch areas are not sanitised. Rubbish bins are overflowing and dirty. Glass surfaces are heavily streaked. Air vents are clogged with dust.                                   |