

Immigration

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

Scope of Work

- Dusting of all horizontal surfaces including counters, desks, and ledges.
- Sanitising of high-touch areas such as door handles, light switches, and service counters.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors with appropriate cleaning solutions.
- Emptying and sanitising of rubbish bins.
- Cleaning and sanitising of public toilets, including replenishment of supplies.
- Cleaning of glass surfaces and partitions to remove fingerprints and smudges.
- Regular inspection and cleaning of lifts and escalators.

Method

1. Use colour-coded cleaning cloths and mops to prevent cross-contamination.
2. Apply appropriate cleaning solutions as per manufacturer's instructions.
3. Ensure all cleaning equipment is in good working order before use.
4. Follow a top-to-bottom cleaning approach to prevent re-soiling of cleaned areas.
5. Dispose of waste in accordance with local regulations.
6. Document all cleaning activities in the facility's cleaning log.

Equipment

- Colour-coded microfibre cloths and mops.
- Vacuum cleaner with HEPA filter.
- Floor scrubber and polisher.
- Cleaning trolley with segregated compartments.
- Approved cleaning and sanitising agents.
- Personal protective equipment (PPE) including gloves and masks.

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, dirt, and smudges. No unpleasant odours. High-touch areas are sanitised and free from fingerprints. Floors are spotless and dry. Toilets are immaculate with all supplies replenished.
Good	Minor dust or smudges on less accessible surfaces. High-touch areas are mostly clean. Floors are clean with minimal wet spots. Toilets are clean with most supplies available.
Pass	Noticeable dust or smudges on surfaces. High-touch areas show some fingerprints. Floors have visible dirt or wet spots. Toilets are usable but may lack some supplies.
Fail	Visible dirt, dust, and smudges on multiple surfaces. High-touch areas are visibly dirty. Floors are dirty or wet. Toilets are unclean or lack essential supplies.