

Mail Processing

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

Scope of Work

- Dust all surfaces including sorting tables, shelves, and equipment.
- Sanitise high-touch areas such as door handles, light switches, and equipment controls.
- Vacuum all carpeted areas and mats.
- Mop hard floors with appropriate cleaning solution.
- Empty and clean rubbish bins, replacing liners as needed.
- Clean and polish glass surfaces and windows.
- Ensure all cleaning is conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by dusting all surfaces using a microfibre cloth to capture dust and prevent dispersal.
2. Sanitise high-touch areas with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
3. Vacuum carpets and mats using a HEPA-filter vacuum to minimise airborne dust.
4. Mop hard floors using a neutral pH cleaner, ensuring no residue is left behind.
5. Empty rubbish bins, clean with a disinfectant, and replace liners.
6. Clean glass surfaces with a glass cleaner, ensuring streak-free results.
7. Conduct a final inspection to ensure all areas meet quality criteria.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with wringer
- Colour-coded cleaning cloths and mops
- Disinfectant and cleaning solutions
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free of dust. High-touch areas are sanitised with no visible smudges. Floors are spotless with no residue. Rubbish bins are clean and odour-free. Glass surfaces are streak-free.
Good	Minor dust on less accessible surfaces. High-touch areas are mostly clean. Floors have minimal residue. Rubbish bins are clean with slight odour. Glass surfaces have minor streaks.
Pass	Noticeable dust on surfaces. High-touch areas have visible smudges. Floors have visible residue. Rubbish bins are not clean, with noticeable odour. Glass surfaces have visible streaks.
Fail	Heavy dust accumulation. High-touch areas are visibly dirty. Floors are dirty with significant residue. Rubbish bins are dirty and odorous. Glass surfaces are heavily streaked.