

Metro Platform

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

Scope of Work

- Dusting of all horizontal surfaces including benches, railings, and signage.
- Sanitising of high-touch areas such as ticket machines, handrails, and lift buttons.
- Spot cleaning of walls and vertical surfaces to remove marks and graffiti.
- Emptying and sanitising of rubbish bins.
- Sweeping and mopping of platform floors to remove dirt, debris, and spills.
- Cleaning of glass surfaces including windows and display cases.
- Removal of cobwebs from ceilings and corners.
- Ensuring all cleaning activities comply with Australian workplace health and safety requirements.

Method

1. Begin by dusting all horizontal surfaces using a microfibre cloth to capture dust and allergens.
2. Sanitise high-touch areas with a disinfectant solution, ensuring contact time as per manufacturer's instructions.
3. Use a graffiti remover for spot cleaning walls and vertical surfaces, followed by a damp cloth wipe.
4. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
5. Sweep the platform floors with a broom or vacuum, then mop using a neutral pH floor cleaner.
6. Clean glass surfaces with a glass cleaner and a squeegee for streak-free results.
7. Remove cobwebs using an extendable duster.
8. Ensure all cleaning equipment is cleaned and stored properly after use.

Equipment

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|-------------------------|---------------------|------------------------------|
| • Microfibre cloths | • Broom and dustpan | • Glass cleaner and squeegee |
| • Disinfectant solution | • Vacuum cleaner | • Extendable duster |
| • Graffiti remover | • Mop and bucket | • Rubbish bin liners |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust, marks, and graffiti. High-touch areas are sanitised with no visible residue. Floors are spotless with no debris. Glass surfaces are streak-free. No cobwebs present.
Good	Minor dust on less accessible surfaces. High-touch areas mostly sanitised. Floors have minimal debris. Glass surfaces have minor streaks. Few cobwebs in hard-to-reach areas.
Pass	Noticeable dust on surfaces. High-touch areas partially sanitised. Floors have visible debris. Glass surfaces have visible streaks. Cobwebs present in multiple areas.
Fail	Significant dust and marks on surfaces. High-touch areas not sanitised. Floors are dirty with significant debris. Glass surfaces are heavily streaked. Cobwebs are widespread.