

Network Operations

Code: ANCMF-AU-TH-NO-01 • Facility: Transportation Hub • Frequency: daily

Scope of Work

- Dusting and wiping of all surfaces including desks, consoles, and equipment.
- Vacuuming of carpeted areas and spot cleaning as necessary.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising high-touch areas such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and polishing of glass surfaces and partitions.
- Ensuring all cleaning activities are conducted using colour-coded cleaning systems to prevent cross-contamination.

Method

1. Begin by organising cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cloths and mops are used.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpeted areas thoroughly, paying special attention to corners and under furniture.
4. Mop hard floors with a neutral pH cleaner, ensuring no residue is left behind.
5. Sanitise high-touch areas with an approved disinfectant, allowing appropriate contact time.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner, ensuring streak-free results.

Equipment

- Microfibre cloths (colour-coded)
- Vacuum cleaner with HEPA filter
- Mop and bucket with wringer (colour-coded)
- Cleaning trolley
- Neutral pH floor cleaner
- Disinfectant spray
- Glass cleaner
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free from dust and smudges; floors are spotless with no visible debris; high-touch areas are sanitised and free from fingerprints; glass surfaces are streak-free; no unpleasant odours present.
Good	Minor dust on less accessible surfaces; floors are clean with minimal debris; high-touch areas are mostly sanitised; glass surfaces have minimal streaks; area smells fresh.
Pass	Noticeable dust on surfaces; some debris on floors; high-touch areas show signs of use; glass surfaces have visible streaks; slight odours present.
Fail	Significant dust accumulation; floors are visibly dirty; high-touch areas are unsanitised; glass surfaces are heavily streaked; unpleasant odours are noticeable.