

Operations Center

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

Scope of Work

- Dust all surfaces including desks, monitors, and equipment.
- Vacuum all carpeted areas and spot clean stains.
- Mop hard floors with appropriate cleaning solution.
- Sanitise all high-touch surfaces such as door handles, light switches, and telephones.
- Empty and sanitise rubbish bins and replace liners.
- Clean and polish glass surfaces and windows.
- Ensure all cleaning supplies are replenished and stored correctly.

Method

1. Begin by organising the cleaning trolley with colour-coded cloths and appropriate cleaning agents.
2. Dust all surfaces using a microfibre cloth, starting from the highest point and working downwards.
3. Vacuum carpets using a HEPA-filter vacuum cleaner to minimise dust dispersion.
4. Mop hard floors using a damp mop and a neutral pH floor cleaner.
5. Sanitise high-touch areas using a disinfectant spray and a clean cloth.
6. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
7. Clean glass surfaces with a glass cleaner and a lint-free cloth.
8. Replenish cleaning supplies and ensure all equipment is cleaned and stored properly.

Equipment

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|------------------------------------|----------------------------|--------------------|
| • Microfibre cloths (colour-coded) | • Neutral pH floor cleaner | • Lint-free cloths |
| • HEPA-filter vacuum cleaner | • Disinfectant spray | • Cleaning trolley |
| • Damp mop and bucket | • Glass cleaner | |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless and dry; no rubbish present; glass surfaces are streak-free; high-touch areas are sanitised and free of smudges.
Good	Minor dust on surfaces; floors are clean with minimal marks; rubbish bins are empty; glass surfaces have minor streaks; high-touch areas are mostly sanitised.
Pass	Visible dust on some surfaces; floors have noticeable marks; rubbish bins are not overflowing; glass surfaces have visible streaks; high-touch areas are partially sanitised.
Fail	Significant dust accumulation; floors are dirty; rubbish bins are full; glass surfaces are heavily streaked; high-touch areas are not sanitised.