

Pick-up Zone

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

Scope of Work

- Remove all rubbish and debris from the pick-up zone area.
- Sanitise all high-touch surfaces including handrails, benches, and ticket machines.
- Sweep and mop all hard floor surfaces.
- Dust and wipe down all signage and information boards.
- Ensure all rubbish bins are emptied and cleaned.
- Check and clean any glass surfaces, ensuring they are free from smudges and marks.
- Inspect and clean any outdoor furniture, ensuring it is free from dirt and stains.

Method

1. Begin by collecting all visible rubbish and debris, disposing of it in the appropriate rubbish bins.
2. Use a colour-coded cleaning system to sanitise high-touch surfaces, ensuring compliance with health and safety standards.
3. Sweep the entire area to remove dust and dirt, followed by mopping with a suitable cleaning solution.
4. Dust all signage and information boards using a microfibre cloth to prevent damage.
5. Empty rubbish bins, replace liners, and clean the bins with a disinfectant.
6. Clean glass surfaces with a glass cleaner and a lint-free cloth.
7. Wipe down outdoor furniture with a suitable cleaner, ensuring all surfaces are clean and dry.

Equipment

- Colour-coded cleaning cloths and mops
- Microfibre dusters
- Rubbish collection trolley
- Disinfectant and cleaning solutions
- Glass cleaner
- Lint-free cloths
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and sanitised, with no dust, dirt, or marks. Rubbish bins are empty and clean. Glass surfaces are streak-free. No unpleasant odours are present.
Good	Surfaces are generally clean with minor dust or marks. Rubbish bins are empty but may have minor residue. Glass surfaces have minimal streaks. No strong odours are present.
Pass	Surfaces are mostly clean but may have visible dust or marks. Rubbish bins are not overflowing but may have noticeable residue. Glass surfaces have visible streaks. Mild odours may be present.
Fail	Surfaces are visibly dirty with significant dust or marks. Rubbish bins are overflowing or dirty. Glass surfaces are heavily streaked. Strong unpleasant odours are present.