

Railway Station

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

Scope of Work

- Dusting of all surfaces including benches, ticket counters, and information desks.
- Vacuuming of carpeted areas and sweeping of hard floors.
- Mopping of all hard floor surfaces using appropriate cleaning solutions.
- Sanitising of high-touch areas such as handrails, lift buttons, and ticket machines.
- Cleaning and sanitising of toilets, including basins, taps, and cubicles.
- Emptying and sanitising of rubbish bins and replacement of liners.
- Cleaning of glass surfaces including windows and doors.
- Removal of graffiti and gum from surfaces.
- Regular inspection and cleaning of waiting areas and platforms.

Method

1. Prepare cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Begin with dusting and vacuuming to remove loose dirt and dust from surfaces and floors.
3. Proceed with mopping and sanitising of floors, ensuring appropriate cleaning solutions are used for different floor types.
4. Sanitise high-touch areas using disinfectant wipes or sprays, focusing on areas frequently used by passengers.
5. Clean and sanitise toilets thoroughly, ensuring all surfaces are free from stains and odours.
6. Empty rubbish bins, replace liners, and sanitise bin surfaces.
7. Clean glass surfaces with appropriate glass cleaner to ensure streak-free finish.
8. Inspect for graffiti and gum, removing promptly using suitable removal products.
9. Conduct a final inspection to ensure all areas meet the required cleanliness standards.

Equipment

- Colour-coded cleaning cloths and mops
- Vacuum cleaner
- Mop and bucket with wringer
- Disinfectant wipes and sprays
- Glass cleaner
- Graffiti remover
- Gum removal tools
- Rubbish bin liners

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless, floors are free of debris and stains, high-touch areas are sanitised with no visible fingerprints, toilets are odour-free and spotless, rubbish bins are empty and sanitised, glass surfaces are streak-free, no graffiti or gum present.
Good	Minor dust on surfaces, floors mostly clean with occasional small debris, high-touch areas mostly sanitised with few fingerprints, toilets clean with slight odour, rubbish bins empty but not sanitised, glass surfaces mostly streak-free, minimal graffiti or gum present.
Pass	Noticeable dust on surfaces, floors have visible debris, high-touch areas have visible fingerprints, toilets have noticeable odour, rubbish bins not emptied, glass surfaces have streaks, graffiti or gum present but minimal.
Fail	Heavy dust on surfaces, floors dirty with significant debris, high-touch areas unsanitised with many fingerprints, toilets dirty with strong odour, rubbish bins overflowing, glass surfaces heavily streaked, significant graffiti or gum present.