

Subway Station

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

Scope of Work

- Dusting and wiping of all surfaces including benches, ticket machines, and handrails.
- Vacuuming and mopping of all floors, including platforms, concourses, and entryways.
- Sanitising of high-touch areas such as lift buttons, handrails, and ticket machines.
- Cleaning and sanitising of toilets, including basins, taps, and cubicles.
- Emptying and sanitising of rubbish bins and recycling bins.
- Cleaning of glass surfaces, including windows and mirrors.
- Removal of graffiti and gum from all surfaces.
- Regular inspection and cleaning of air vents and grilles.

Method

1. Begin by dusting all surfaces using a microfibre cloth, ensuring all dust is removed from benches, ticket machines, and handrails.
2. Vacuum all floors using a commercial-grade vacuum cleaner, paying special attention to corners and edges.
3. Mop floors with a neutral pH cleaner, ensuring no residue is left behind.
4. Sanitise high-touch areas with a disinfectant spray, allowing appropriate contact time for effective germ kill.
5. Clean toilets using a toilet-specific cleaner, ensuring all surfaces are scrubbed and sanitised.
6. Empty rubbish bins and replace liners, ensuring bins are sanitised before replacing.
7. Clean glass surfaces with a glass cleaner, ensuring no streaks are left.
8. Use a graffiti remover for any graffiti and a scraper for gum removal, ensuring surfaces are not damaged.
9. Inspect and clean air vents and grilles using a vacuum and damp cloth.

Equipment

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| • Microfibre cloths | • Disinfectant spray | • Glass cleaner |
| • Commercial-grade vacuum cleaner | • Toilet-specific cleaner | • Graffiti remover and scraper |
| • Mop and bucket with neutral pH cleaner | • Rubbish bin liners | • Vacuum and damp cloth for vents |

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are spotless with no visible dust or marks. Floors are gleaming with no residue. High-touch areas are sanitised and free of fingerprints. Toilets are pristine with no odours. Bins are empty and sanitised. Glass surfaces are crystal clear. No graffiti or gum present. Air vents are dust-free.
Good	Minor dust or marks on surfaces. Floors are clean with minimal residue. High-touch areas are mostly sanitised. Toilets are clean with minimal odour. Bins are empty. Glass surfaces have minor streaks. Minimal graffiti or gum present. Air vents have minor dust.
Pass	Noticeable dust or marks on surfaces. Floors have some residue. High-touch areas are partially sanitised. Toilets are generally clean but with some odour. Bins are not overflowing. Glass surfaces have visible streaks. Some graffiti or gum present. Air vents have visible dust.
Fail	Significant dust or marks on surfaces. Floors are dirty with visible residue. High-touch areas are not sanitised. Toilets are dirty with strong odours. Bins are overflowing. Glass surfaces are dirty. Graffiti or gum is prevalent. Air vents are clogged with dust.