

Utility Areas

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

Scope of Work

- Dusting of all horizontal surfaces, including ledges, sills, and fixtures.
- Sanitising of high-touch surfaces such as door handles, light switches, and taps.
- Emptying and sanitising rubbish bins and replacing liners.
- Spot cleaning of walls and doors to remove marks and stains.
- Mopping of hard floors with appropriate cleaning solutions.
- Vacuuming of carpeted areas using HEPA-filtered equipment.
- Cleaning and sanitising of toilet facilities, including basins, toilets, and mirrors.
- Replenishing of consumables such as soap, toilet paper, and paper towels.

Method

1. Prepare the cleaning trolley with all necessary supplies and equipment, ensuring colour-coded cleaning systems are used to prevent cross-contamination.
2. Begin by dusting all horizontal surfaces, working from high to low to capture falling dust.
3. Sanitise high-touch surfaces using a disinfectant solution, ensuring contact time as per manufacturer's instructions.
4. Empty rubbish bins, replace liners, and sanitise the bin surfaces.
5. Spot clean walls and doors with a damp cloth and appropriate cleaning agent.
6. Mop hard floors using a two-bucket system to ensure clean and dirty water are kept separate.
7. Vacuum carpeted areas thoroughly, paying attention to edges and corners.
8. Clean and sanitise toilet facilities, ensuring all surfaces are free from stains and odours.
9. Replenish consumables and ensure dispensers are functioning correctly.

Equipment

- Colour-coded cleaning cloths and mops
- HEPA-filtered vacuum cleaner
- Two-bucket mopping system
- Disinfectant and cleaning solutions
- Cleaning trolley
- Personal protective equipment (PPE)

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are visibly clean and free from dust, marks, and stains. High-touch areas are sanitised with no visible residue. Floors are spotless and dry. No odours present. Consumables are fully stocked.
Good	Minor dust or marks on less than 5% of surfaces. High-touch areas are mostly sanitised. Floors are clean with minimal streaks. No strong odours. Consumables are adequately stocked.
Pass	Noticeable dust or marks on 5-10% of surfaces. High-touch areas are partially sanitised. Floors have visible streaks or spots. Mild odours present. Consumables are low but available.
Fail	Visible dust or marks on more than 10% of surfaces. High-touch areas are not sanitised. Floors are dirty or wet. Strong odours present. Consumables are depleted.