

CONDITIONS OF CLEANING BUSINESS LICENCE

1. The holder of a cleaning business licence (referred to as a licensee) must keep all of the following records in relation to the licensee's cleaning business:
 - a) a copy of every cleaning contract entered into, including contracts that have not started and contracts completed 12 months before the date of licence application;
 - b) accounts of the cleaning business; and
 - c) a copy of the contract of service entered into between licensee and every cleaner who is employed:
 - i) as at the date of licence application; or
 - ii) after the date of licence application, including any amendment, variation or addition to the contract of service.
2. The licensee shall retain the records stated in Condition 1 above for a period of 4 years:
 - a) after expiry of cleaning contract concerned;
 - b) after the end of the period to which the accounts relate; and
 - c) after the end of employment of the cleaner to whom the records relate.
3. The licensee must keep training records for each cleaner (for as long as the cleaner is employed by the licensee) containing all of the following particulars:
 - a) cleaner's full name;
 - b) cleaner's date of birth;
 - c) cleaner's NRIC number, Foreign Identification number or work permit number (as applicable);
 - d) courses and training modules (including name and course code) that the cleaner has attended, whether before or during his employment with the licensee;
 - e) name of the training provider of each course and training module;
 - f) date and results of any assessment that the cleaner has taken, whether before or during his employment with the licensee.
4. At the point of licence application, licence renewal, and throughout the licence period, 100% of the cleaners are to be trained in the respective number of Workplace Safety and Health (WSH) and Core modules from the list of modules according to the class of cleaners to which that cleaner belongs:
 - a) for licensees with Class 1 cleaning business licence, 1 WSH modules and 2 Core module.
 - b) for licensees with Class 2 licence, Class 3 licence, or cleaning business licence issued before 1 January 2024, 1 WSH module and 1 Core module.

➤ does not include cleaners who are employed for less than 3 months.
5. The licensee shall enter into a contract of service (i.e., employment contract) in writing for every cleaner the licensee employs.
6. For every contract of service entered into between the licensee and a cleaner who is a citizen or permanent resident of Singapore, the contract must:
 - a) provide for a basic wage that is **not less** than the amount specified in the order by the Commissioner for Labour, for the class of cleaners to which that cleaner belongs;

- b) provide for a progressive wage model bonus that is **not less** than the amount, and at the frequency, specified in the order by the Commissioner for Labour, if the cleaner belongs to the eligible class of cleaners specified; and
 - c) be consistent with the progressive wage plan.
 - 7. For licensees with Class 2 licence, Class 3 licence, or cleaning business licence issued before 1 January 2024, but without any cleaning contract prior to licence application, the licensee must **always** have at least one officer or employee who:
 - a) has no less than 2 years of practical experience in supervising cleaning work; or
 - b) has attended the requisite two training modules under the Environmental Cleaning (EC) Singapore Workforce Skills Qualifications (WSQ) or the Technical Skills and Competencies (TSC) within the Skills Framework for Environmental Services as prescribed:
 - i. Supervising service operations [CLG-SS-301C-1] or Customer management [EVS-PDV-3005-1.1]; and
 - ii. Demonstrate and apply understanding of cleaning methods and processes [CLG-SS-304C-1] or Effective management [EVS-PDV-3002-1.1]
 - 8. Licensees with Class 1 or Class 2 licence must maintain a valid bizSAFE Level 3 certification throughout the licence duration, and keep a copy of the bizSAFE certifications for a period of 4 years.
 - 9. Licensees with Class 1 licence must, throughout the licence duration, not have any record of conviction under the following legislations and their subsidiary legislations:
 - a) Environmental Public Health Act 1987;
 - b) Employment Act 1968;
 - c) Employment of Foreign Manpower Act 1990;
 - d) Workplace Safety and Health Act 2006;
 - e) Central Provident Fund Act 1953;
- or any defaults in Order made by Employment Claims Tribunal under section 22 of the Employment Claims Act 2016.
- 10. Licensees must not engage unlicensed cleaning businesses to provide cleaning work on premises or any public places that are not owned, occupied or managed by the licensee.
 - 11. Licensees must only deploy cleaners who are employed by the licensee or business entities with a valid cleaning business licence.