

Application Form for Cleaning Business Licence and for Enhanced Clean Mark Accreditation Scheme (EAS)

INSTRUCTIONS

1. This application form is for the application of Clean Mark Award (Silver/Gold) under the Enhanced Clean Mark Accreditation Scheme. Applicants applying for the Cleaning Business Licence only should submit their applications via GoBusiness Licensing portal, accessible at <https://licence1.business.gov.sg/feportal/web/frontier/home>.
2. This application form consists of two sections - Section A and Section B; for cleaning businesses interested in applying for both Cleaning Business Licence **and** the Enhanced Clean Mark Accreditation Scheme. Cleaning businesses who have submitted application for the Cleaning Business Licence on GoBusiness Licensing portal may proceed to skip Section A and complete Section B of the form.
3. Please complete all parts of this form (all fields are mandatory except stated otherwise), whichever Section(s) is (are) applicable. Please indicate "N.A." for fields that are not applicable.
4. The completed application form with all the required scanned copies of the supporting documents can be submitted via email to NEA_Cleaninglicence@nea.gov.sg.
5. A complete application with all the required supporting documents takes approximately 30 working days to process (Note: Incomplete applications would result in delays in processing). NEA will notify each applicant on the outcome of the application by e-mail.
6. Successful applicants will be required to pay a non-refundable fee of S\$130 (excluding GST) for the cleaning business licence (valid for 12 months) via:
 - (a) [NEA ePortal](#); or
 - (b) AXS (kiosks, e-Stations and m-Stations).
7. For the grant or renewal of the licence, licensees must notify NEA of any change:
 - (a) to the information submitted in this licence application;
 - (b) any document accompanying this licence application; or
 - (c) information submitted to NEA for the purposes of this licence application.

CHECKLIST OF DOCUMENTS FOR SUBMISSION
[For applicant's reference]

S/N	Documents to Submit	
For Cleaning Business Licence:		
1	Completed copy of the application form	<input type="checkbox"/>
2	<p><u>For ACRA-registered businesses:</u> Please proceed on to S/N 3.</p> <p align="center">- OR -</p> <p><u>For ROS-registered businesses:</u> Documentary proof of registration with ROS (e.g., Certificate of registration, approved society constitution, latest annual return)</p>	<input type="checkbox"/>
3	Completed copy of the Authorisation of Applicant (Authorised Personnel) (Appendix 1)	<input type="checkbox"/>
4	<p><u>For applicant that has performed or started performing at least ONE cleaning contract during the period of 12 months immediately preceding the date of this application (refer to Section 2.1):</u> Documentary proof to show at least 1 service agreement between the cleaning business and the service buyer</p> <p align="center">- OR -</p> <p><u>For applicant that has not performed or started performing at least ONE cleaning contract during the period of 12 months immediately preceding the date of this application (refer to Section 2.2):</u> Copy of current employment contract <u>AND</u> documentary proof of training (e.g., Statement of Attainment from SSG, formerly WDA / Letter of Attainment from the training provider(s))</p> <p align="center">- OR -</p> <p>Copy of current employment contract <u>AND</u> documentary proof to show no less than 2 years of practical experience in supervising cleaning work (e.g., Past employment contract(s), testimonial(s) from past employer, etc.)</p>	<input type="checkbox"/>
5	<p>Soft copy (<i>in Excel</i>) of Cleaner(s)' Information</p> <p>(Forms available on the NEA website at https://www.nea.gov.sg/docs/default-source/our-services/public-cleanliness/cleaning-business-licensing/cleanersdatatemplate.xlsx and to be submitted to NEA_Cleaninglicence@nea.gov.sg)</p>	<input type="checkbox"/>
6	Completed copy of the latest Progressive Wage Plan	<input type="checkbox"/>

CHECKLIST OF DOCUMENTS FOR SUBMISSION
[For applicant's reference]

Additional Documents for Enhanced Clean Mark Accreditation Scheme:		
7	Copies of audited Balance Sheet and Profit & Loss Statement <i>(If your company's Balance Sheet and Profit & Loss Statement are not audited, please submit the unaudited copies instead and provide justifications on the exemption from financial audit.)</i>	<input type="checkbox"/>
8	Records of past court conviction, if any <i>(Copies or scanned documents are to be submitted as supporting documents)</i> Note: NEA reserve the rights to reject applications or revoke any granted Clean Mark Award that fails to declare or had submitted false declaration of court convictions	<input type="checkbox"/>
9	Copies of documents showing after-action review/ performance appraisal (Applicable for Clean Mark Gold Award Only)	<input type="checkbox"/>
10	Copies of the clients' assessment forms <i>(Appendix 2)</i>	<input type="checkbox"/>
11	Soft copy (in Excel) of the information on contracts <i>(Forms available on the NEA website at https://www.nea.gov.sg/docs/default-source/our-services/public-cleanliness/cleaning-business-licensing/contractinfotemplate.xlsx and to be submitted to NEA_Cleaninglicence@nea.gov.sg)</i>	<input type="checkbox"/>
12	Copies of statement from the bank to prove that cleaners' wages are paid through GIRO	<input type="checkbox"/>
13	Copies of signed written employment contract/ letter of employment/ Key Employment Terms (KET)	<input type="checkbox"/>
14	Copies of latest three (3) months' salary statements with detailed breakdown of pay	<input type="checkbox"/>
15	Copies of documents showing incentives and bonuses, if not stated in the salary statements (Applicable for Clean Mark Gold Award Only)	<input type="checkbox"/>

SECTION A – APPLICATION FOR CLEANING BUSINESS LICENCE

[Part 9A of the Environmental Public Health Act 1987]

PART 1 - BUSINESS INFORMATION

1.1	Business Registration	
Please tick (✓) one option.		
<input type="checkbox"/> Registered with the Accounting and Corporate Regulatory Authority (ACRA)		
<input type="checkbox"/> Registered with the Registry of Societies (ROS)		
1.2	Particulars of Business	
Name of Cleaning Business (as registered under ACRA/ ROS):		
Unique Entity Number (UEN ¹) Reference:		
Office Contact No.:		
Registered Address:		
Mailing Address (if different from the above):		
1.3	Particulars of Authorised Personnel	
Person authorised by the cleaning business to make declarations and submit the licence application on behalf of the cleaning business, including serving as a point-of-contact on all licensing matters. (Please refer to Appendix 1*.)		
Name of Authorised Personnel (as in NRIC/ FIN):		
NRIC No./ FIN:		Citizenship:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female		Job Title:
Office Contact No.:		Mobile No.:
Email Address:		
* Appendix 1 (Authorisation Form) is to be completed by the CEO, Director, Managing Partner/ Partner, Proprietor or Chairman/ President(s) of the cleaning business shown under the ACRA bizFILE of the business.		

¹ Formally known as the ACRA registration number.

PART 2 - TRACK RECORD [Please fill in either 2.1 OR 2.2]

2.1	Business Track Record	
Please fill in the details of ONE cleaning contract that applicant has performed or started performing during the period of 12 months immediately preceding the date of this application. If you do not have any valid cleaning contract, please skip this section and go to Item 2.2 .		
Name of Service Buyer/ Managing Agent <i>(to delete accordingly)</i> :		
Project Title/ Description of Work:		
Contract Start Date:	Cleaning Subsector:	
Contract End Date:	<input type="checkbox"/> CO Office and Commercial Buildings <input type="checkbox"/> FB Food and Beverage Establishments <input type="checkbox"/> CSV Conservancy	
Annual Contract Sum (SGD):		
<p><i>Please attach a copy of the Letter of Acceptance (LOA); OR other documentary proof² of cleaning services rendered together with the scope of general cleaning works performed. If the contract is on-going without a fixed end date, please also submit the latest 3 months invoices as part of the supporting documents.</i></p>		

² Examples of documentary proof of cleaning services rendered include contract letter(s), purchase invoice(s), etc.

2.2	Personnel* Track Record <u>ONLY</u> for applicant who has not performed or started performing at least ONE cleaning contract during the period of 12 months immediately preceding the date of this application. Please skip this section if you have completed Item 2.1.	
Please fill in Section I <u>or</u> II, where applicable.		
Section I Completed the following 2 modules under the WSQ ³ Advanced Certificate in Environmental or equivalent module under Technical Skills and Competency (TSC) under the Skills Framework for Environmental Services Environmental Cleaning Singapore Workforce Skills Qualifications <ol style="list-style-type: none"> 1. Supervise Service Operations [CLG-SS-301C-1]; and 2. Demonstrate and Apply Understanding of Cleaning Methods and Processes [CLG-SS-304C-1] - OR - Technical Skills and Competencies within Skills Framework for Environmental Services <ol style="list-style-type: none"> 1. Level 3 Customer Management [EVS-CFC-3005-1.1]; and 2. Level 3 Effectiveness Management [EVS-PDV-3002-1.1] 		
Name of Personnel (as in NRIC/ FIN):		
NRIC No./ FIN:	Citizenship:	
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Job Title:	
Office Contact No.:	Mobile No.:	
Email Address:		
<i>Please attach a copy of personnel's current employment contract <u>and</u> Statement of Attainment (SOA) from SSG, formerly WDA or the Letter of Attainment from approved training providers or other documentary proof of the training attended.</i>		

³ Workforce Skills Qualifications (WSQ) Advanced Certificate in Environmental Cleaning (EC). For more information on WSQ modules and enrolment, please refer to the SSG website at www.ssg.gov.sg.

Section II	
Has no less than 2 years of practical experience in supervising cleaning work.	
Name of Personnel (as in NRIC/ FIN):	
NRIC No./ FIN:	Citizenship:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Job Title:
Office Contact No.:	Mobile No.:
Email Address:	
<i>Please attach a copy of personnel's current employment contract <u>and</u> documentary proof⁴ to show no less than 2 years of practical experience in supervising cleaning work.</i>	

⁴ Examples of documentary proof of supervisory experience include past employment contract(s), testimonial(s) from past employer, etc.

PART 3 - CLEANER(S)' INFORMATION

Please download the soft copy (in Excel format) of the Cleaner(s)' Information and submit to NEA_Cleaninglicence@nea.gov.sg. The form is available on the NEA website at <https://www.nea.gov.sg/docs/default-source/our-services/public-cleanliness/cleaning-business-licensing/cleanersdatatemplate.xlsx>.

PART 4 - PROGRESSIVE WAGE PLAN AND PROGRESSIVE WAGE MODEL (PWM) BONUS

Under the Environmental Public Health Act 1987, every application for a cleaning business licence must be accompanied by a progressive wage plan that sets out the basic wages payable to every class of cleaners the applicant employs or proposes to employ who are citizens or Permanent Residents of Singapore.

The Progressive Wage Plan table below shows the current minimum PWM wages for the various cleaner job designations, stipulated under the Progressive Wage Model Schedule specified in the prevailing order by the Commissioner for Labour (“Commissioner”) shown at <https://www.mom.gov.sg/-/media/mom/documents/employment-practices/pwm/2021-col-order-cleaning-pwm.pdf>

Please use the excel template provided above to upload your cleaners’ information. Once completed, please proceed to the Progressive Wage Plan Declaration.

Progressive Wage Plan		
Group 1: Office & Commercial Cleaners	Group 2: F&B Establishment	Group 3: Conservancy
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Supervisor: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Multi-Skilled Cleaners cum Machine Operator: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Outdoor Cleaners / Healthcare Cleaners / Restroom Cleaners: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px;">General / Indoor Cleaners: ≥ \$ _____</div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Supervisor: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Multi-Skilled Cleaners cum Machine Operator: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Dishwasher / Refuse Collector / Restroom Cleaners: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Table-top Cleaners: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px;">General Cleaners: ≥ \$ _____</div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Truck Drivers (Class 4/5): ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Supervisor / Mechanical Drivers ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">Multi-Skilled Cleaners cum Machine Operator / Refuse Collector: ≥ \$ _____</div> <div style="text-align: center;">↑</div> <div style="border: 1px solid black; padding: 5px;">General Cleaners / Restroom Cleaners: ≥ \$ _____</div>

Progressive Wage Plan and Bonus Declaration

- (a) I hereby confirm that my cleaners will be paid wage levels as per the Progressive Wage Plan.
- (b) I have read the Order by Commissioner for Labour under Section 80H(2) of the Environmental Public Health Act 1987 at <https://www.mom.gov.sg/-/media/mom/documents/employment-practices/pwm/2021-col-order-cleaning-pwm.pdf>.
- (c) I have also read the Tripartite Cluster for Cleaners (TCC) report at <https://ntuc.org.sg/TripartiteCLusterforCleaners>.
- (d) I hereby declare that all the cleaners would be paid wages and bonuses that meet, at a minimum, the requirements stipulated under the Progressive Wage Model Schedule and the Progressive Wage Model Bonus.
- (e) I understand and hereby declare that the above statements are true.

PART 5 - CONDITIONS OF CLEANING BUSINESS LICENCE

1. The licence is issued in accordance with and subject to the Environmental Public Health Act 1987 and the Regulations, and shall remain valid for the duration of licence, unless cancelled prior thereto by the Director-General in accordance with the Act or Regulations, or the conditions herein.
2. Unless stated otherwise or the context otherwise requires, all terms shall have the same meanings as used in the Act and the Regulations.
3. This licence is issued on condition that the licensee takes all actions, fulfils all requirements listed under **Addendum A** to these terms and conditions, and does all things required to be done (including the obtaining of any necessary consents from the relevant government authorities and other relevant parties), in order to enable it to lawfully enter into, perform and comply with its obligations under this licence.
4. Subject to Part 9A of the Environmental Public Health Act 1987, the Director-General may at any time, impose, add to, or vary such other conditions on a cleaning business licence as he thinks fit.
5. If a licensee fails to comply with any condition of its cleaning business licence, the Director-General may revoke or suspend the cleaning business licence, impose directions or restrictions on the licensee's cleaning business, or impose a financial penalty up to \$5,000.
6. Subject to Part 9A of the Environmental Public Health Act 1987, the licence shall be liable to suspension or revocation at any time without compensation by the Director-General, including but not limited to the following:
 - (a) Upon breach of any directions or restriction or conditions imposed by the Director-General;
 - (b) Upon contravention of any of the provisions or requirements under Part 9A of the Environmental Public Health Act 1987 or the Regulations made thereunder or Part III of the Employment Act relating to the payment of salary;
 - (c) Upon conviction of any offence under Part 9A of the Environmental Public Health Act 1987 or Part 3 of the Employment Act 1968 relating to the payment of salary.
7. Licensees must notify NEA of any change to:
 - (a) information contained in the licence application (for the grant or renewal of a cleaning business licence) or any document accompanying the licence application;
 - (b) particulars of any progressive wage plan submitted by the licensee; or
 - (c) information the licensee submitted to NEA for the purposes of the licensee's application for the grant or renewal of its cleaning business licence, no later than 14 days after the date of the change.
8. The Commissioner for Labour may, from time to time, vary the order specifying the wage levels for the purposes of the progressive wage plan and contract of service for different classes of cleaners. Licensees will have to ensure that the wage levels stated in the cleaners' employment contracts are no less than the wage levels specified in the prevailing order by the Commissioner for Labour.
9. The renewal of the licence shall be at the discretion of the Director-General, subject to the powers of the Director-General stated in paragraph 4 to impose other conditions as he thinks fit.
10. This licence is not transferable except with the prior written approval of the Director-General.

11. Any person who carries on a cleaning business in Singapore without a cleaning business licence that is in force, shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 12 months or to both and, in the case of a continuing offence, to a further fine not exceeding \$1,000 for every day or part thereof during which the offence continues after conviction.

12. Any person who submits a false document or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$5,000 and, in the case of a second or subsequent conviction, to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 3 months or to both.

13. 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 (on or after 1st April 2014), including contracts that have not started and contracts completed 12 months before the date of licence application;
- (b) accounts of the cleaning business;
- (c) a copy of the contract of service entered into (whether before, on or after 1st April 2014) 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;
- (d) pay records of every cleaner employed, in respect of payments made to the cleaner on or after 1st April 2014.

14. The licensee shall retain the records stated above for a period of 7 years:

- (a) After expiry of cleaning contract concerned;
- (b) After the end of the period to which the accounts relate;
- (c) After the end of employment of the cleaner to whom the records relate;
- (d) After the date on which the payment concerned was made.

15. 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 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 on or after 1st April 2014 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 on or after 1st April 2014 during his employment with the licensee.

16. At the point of licence application, licence renewal, and throughout the licence period, 100% of the cleaners are to be trained in at least 1 Workplace Safety and Health (WSH) module and 1 Core module from the list of modules according to the class of cleaners to which that cleaner belongs.

- Does not include cleaners who are employed for less than 3 months

17. The licensee shall enter into a contract of service (i.e. employment contract) in writing for every cleaner the licensee employs.

18. 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.

19. The licensee must issue, at least once every month but no later than 7 days after the last day of that month, a pay slip in respect of that month to each cleaner the licensee employs.

20. Every pay slip must contain all of the following particulars relating to any payment received by the cleaner from the licensee:

- (a) name of the cleaner;
- (b) name of the licensee;
- (c) date or dates on which the payment was made to the cleaner;
- (d) commencement and end dates of each salary period within the month in which the payment was made to the cleaner;
- (e) details of the payment (including the nature and amount of the payment) to the cleaner in relation to:
 - i. basic salary (not including any allowance, any payment for overtime work and any other additional payment) paid in respect of each salary period;
 - ii. in the case where the cleaner did not work for the whole duration of a salary period, the number of days that the cleaner actually worked within that salary period;
 - iii. any allowance (including shift allowance, food allowance and transport allowance) paid in respect of each salary period;
 - iv. any other payment (including bonus, rest day pay, public holiday pay and payment for overtime work) in respect of each salary period;
 - v. any deduction made by the licensee in respect of each salary period; and
 - vi. the net amount paid in respect of each salary period, such net amount being the aggregate of the amounts in sub-paragraphs (i), (iii) and (iv) after deducting any deduction referred to in sub-paragraph (v).

21. For licensees without any cleaning contract prior to licence application, the licensee must have **at all times** at least one officer or employee who has:

- (a) no less than 2 years of practical experience in supervising cleaning work; or
- (b) has been trained in **all** of the following training modules under the WSQ Advanced Certificate in Environmental Cleaning:
 - i. “Supervise Service Operations”;
 - ii. “Demonstrate and Apply Understanding of Cleaning Methods and Processes”.

22. 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.

PART 5 - DECLARATION (For Cleaning Business Licence)

DECLARATION [BY APPLICANT (AUTHORISED PERSONNEL)]	
<p>I, _____ (name of Applicant (Authorised Personnel)), NRIC No./ FIN _____, for _____ and _____ on behalf of _____ (name of cleaning business), hereby declare that:</p> <p>I am aware that if the required documents and/or information are not provided, the application may be delayed or refused. I am also aware that I may need to provide further documentation for the purpose of this licence application if required by NEA or due to requirements by other written laws. Whether the application is approved or not, I am further aware that NEA will not be held liable for any expenses incurred for the application.</p> <p>During the period of the licence validity, the Commissioner for Labour may, from time to time, vary the order specifying the wage levels for the purposes of the progressive wage plan. I am aware that I will have to ensure that the wage levels stated in the cleaners' employment contracts are no less than the wage levels specified in the prevailing order by the Commissioner for Labour and that I will pay eligible cleaners the PWM Bonus.</p> <p>The information furnished in this licence application is true to the best of my knowledge and belief, and that I have not wilfully suppressed any material facts. I am fully aware that any suppression of material facts and/or false declaration by me may result in this application being refused or, if approved, in the revocation or suspension of my cleaning business licence under Section 80J of the Environmental Public Health Act 1987.</p> <p>NEA collects personal information to carry out its various functions and duties under the National Environment Agency Act 2002 including the implementation of environmental and public health policies in Singapore and any other related purposes. I hereby consent to NEA's use of the information provided by me in the course of any application I have made to the NEA, to facilitate the processing of such application for such purposes. I hereby further consent to NEA sharing the information in such application with other Government agencies, or non-government entities authorised to carry out specific government services, unless prohibited by legislation.</p>	
<p>_____ Signature of Applicant (Authorised Personnel)</p>	<p>_____ Date (dd/mm/yyyy)</p>

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SECTION B – APPLICATION FOR ENHANCED CLEAN MARK ACCREDITATION SCHEME

PART 1 - TYPE OF APPLICATION

<p>Please tick (✓) one option.</p> <p><input type="checkbox"/> Clean Mark Silver Award</p> <p><input type="checkbox"/> Clean Mark Gold Award</p>
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PART 2 - PARTICULARS OF PRODUCTIVITY MANAGER *(See Criterion S/N 3.3.1 for details)*

Name of Productivity Manager (as in NRIC/ FIN):	
NRIC No./ FIN:	Citizenship:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Job Title:
Office Contact No.:	Mobile No.:
Email Address:	

PART 3 - ACCREDITATION CRITERIA FOR CLEAN MARK SILVER/ GOLD AWARD

3.1	Professional and Regulatory Standards
3.1.1	<p>Attained and maintained at least NEA Clean Mark Silver accreditation status for a period of twelve (12) months.</p> <p>(Applicable for Clean Mark Gold Award Only)</p> <p><i>No supporting documents required.</i></p>
3.1.2	<p>Has sufficient financial resources i.e., paid up capital or net worth of at least S\$25,000.</p> <p><i>Copies of the latest audited Balance Sheet and Profit & Loss Statement.</i></p> <p><i>(Unaudited Balance Sheet and Profit & Loss Statement are to be submitted with justifications provided.)</i></p>
3.1.3	<p>Has no conviction in the past twelve (12) months preceding the certification and throughout the accreditation award, for offences under legislation administered by NEA, MOM or CPF.</p> <p><i>Records of past court conviction, if any.</i></p> <p><i>(Softcopies or scanned documents are to be submitted, if any)</i></p> <p>Note: NEA reserve the rights to reject applications or revoke any granted Clean Mark Award that fails to declare or had submitted false declaration of court convictions</p>
3.1.4	<p>Has no default on Employment Claims Tribunals (ECT) Orders issued in the past twelve (12) months preceding the certification and throughout the accreditation award.</p> <p><i>Records of past court conviction, if any.</i></p> <p><i>(Softcopies or scanned documents are to be submitted, if any)</i></p> <p>Note: NEA reserve the rights to reject applications or revoke any granted Clean Mark Award that fails to declare or had submitted false declaration of court convictions</p>
3.1.5	<p>Attained at least bizSAFE⁵ Level 1 certification.</p> <p>(Applicable for Clean Mark Silver Award Only);</p> <p>- OR -</p> <p>Attained at least bizSAFE Level 3 certification.</p> <p>(Applicable for Clean Mark Gold Award Only)</p> <p><i>Copies of bizSAFE certification showing the validity of certification at the point of application.</i></p>
3.1.6	<p>Attained ISO 9001 certification.</p> <p>(Applicable for Clean Mark Gold Award Only)</p> <p><i>Copies of ISO 9001 certification showing the validity of certification at the point of application.</i></p>

⁵ For more information on the bizSAFE programme, please refer to the Workplace Safety and Health Council website at <https://www.tal.sg/wshc/programmes/bizsafe/about-bizsafe>.

3.2 Environmental Health and Cleanliness Standards	
3.2.1	<p>Has in place an existing system (for a minimum of six (6) months) to let cleaners know how and where they could improve upon to ensure that performance standards agreed between the company and clients are met.</p> <p><i>(Applicable for Clean Mark Gold Award Only)</i></p> <hr/> <p><i>Copies of documents showing after-action review/ performance appraisal conducted with and acknowledged by the individual cleaner.</i></p>
3.3 Operations Planning, Support and Delivery	
3.3.1	<p>(a) Provide cleaners with the following:</p> <ul style="list-style-type: none"> i. Sufficient supply of clean and presentable uniform⁶ ii. Appropriate types of cleaning equipment <p>- AND -</p> <p>(b) Appoint at least one supervisor as a Productivity Manager to improve work processes, develop and implement productivity initiatives.</p> <hr/> <p>(a) <i>Photographs of one Cleaner, one Supervisor and one Team Leader (applicable if employed):</i></p> <ul style="list-style-type: none"> i. <i>In uniform, with the company name/ logo clearly shown on the uniform; - and -</i> ii. <i>Operating cleaning equipment respectively.</i> <p>- AND -</p> <p>(b) <i>Write-up of productivity initiatives and/ or documents showing improved work processes and/ or how the cleaners have benefited after the introduction of machines. This write-up and/ or documents⁷ are to be submitted within six (6) months upon the accreditation award.</i></p>

⁶ Cleaning businesses may refer to Environmental Service Industry Guidelines on Uniforms to ensure that the cleaners maintain a clean and presentable appearance. The guidelines are available at <https://www.nea.gov.sg/industry-transformation-map/guide-on-uniforms-for-environmental-services-industry>

⁷ Cleaning business is required to submit new write-up of productivity initiatives and/ or documents for each award period.

3.3	Operations Planning, Support and Delivery						
3.3.2	<p>Has good performance record: Average of 65 points and above from the Clients' assessment forms⁸.</p> <p><i>(Applicable for Clean Mark Silver Award Only)</i></p> <p>- OR -</p> <p>Average of 75 points and above from the Clients' assessment forms.</p> <p><i>(Applicable for Clean Mark Gold Award Only)</i></p> <table border="1" data-bbox="300 705 1337 913"> <thead> <tr> <th data-bbox="300 705 687 763">No. of cleaning contracts</th> <th data-bbox="687 705 1337 763">No. of assessment forms to be submitted</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 763 687 819">≤ 10</td> <td data-bbox="687 763 1337 819">2 contracts with the highest contract sum</td> </tr> <tr> <td data-bbox="300 819 687 913">> 10</td> <td data-bbox="687 819 1337 913">20% or 5 contracts with the highest contract sum, whichever is lower</td> </tr> </tbody> </table> <p><i>i. Copies of the assessment forms, by using the template in Appendix 2. Assessment forms without the NEA letterhead will not be accepted.</i></p> <p>- AND -</p> <p><i>ii. Soft copy (in Excel format) of the information on contracts⁹. The forms are available on the NEA website at https://www.nea.gov.sg/docs/default-source/our-services/public-cleanliness/cleaning-business-licensing/contractinfotemplate.xlsx.</i></p>	No. of cleaning contracts	No. of assessment forms to be submitted	≤ 10	2 contracts with the highest contract sum	> 10	20% or 5 contracts with the highest contract sum, whichever is lower
No. of cleaning contracts	No. of assessment forms to be submitted						
≤ 10	2 contracts with the highest contract sum						
> 10	20% or 5 contracts with the highest contract sum, whichever is lower						

⁸ Cleaning business is required to submit Clients' assessment forms for on-going contracts at the point of application. The assessment should be conducted at least three months from the commencement of the cleaning contract and should not be dated more than three months before the application date.

⁹ Cleaning business is required to declare all their current cleaning contracts

3.4	Training, Quality of Manpower and General Working Conditions
3.4.1	<p>At the point of application and throughout the accreditation award:</p> <p>All cleaners trained in two (2) modules:</p> <ul style="list-style-type: none"> (a) one (1) Workplace Safety and Health (WSH) module; and (b) one (1) Core module <p>Modules are selected from the list of modules endorsed by the Tripartite Cluster for Cleaners.</p> <p>Note: This does not include cleaners who are employed for less than 3 months as at the date the application is submitted.</p> <hr/> <p>Soft copy (in Excel format) of the information on cleaners. The form is available on the NEA website at https://www.nea.gov.sg/docs/default-source/our-services/public-cleanliness/cleaning-business-licensing/cleanersdatatemplate.xlsx.</p> <p>For the list of modules endorsed by the Tripartite Cluster for Cleaners, please refer to the latest recommendation report and addendum at https://ntuc.org.sg/wps/portal/up2/home/aboutntuc/whoweare/tripartism/tripartiteguidelines#TripartiteClusterforCleaners</p> <p>Note: NEA will refer to the soft copy submitted in Part 3 – Cleaner(s)' Information under the application for Cleaning Business Licence if both Cleaning Business Licence and EAS applications are submitted together.</p>
3.4.2	<p>Cleaners' wages (i.e., including all overtime payments, allowances, bonuses and any other forms of salary payments) are paid through GIRO unless otherwise requested by cleaners.</p> <hr/> <p>Statement from the bank to prove that cleaners' wages are paid through GIRO.</p> <p>If cleaners do not wish to receive their salary payments through GIRO, they are to sign the GIRO opt-out form which is to be kept by the company, and to be presented as and when required by NEA. A sample copy of the form is available in Appendix 3.</p>

3.4	Training, Quality of Manpower and General Working Conditions
3.4.3	<p>Cleaners are given basic statutory benefits¹⁰ as stated under the Employment Laws, including the following:</p> <ul style="list-style-type: none"> i. Salary payment on time ii. Payment for overtime work and work performed on rest days and public holidays iii. One rest day per week iv. Sick leave v. Annual leave vi. Paid public holidays vii. CPF contributions <hr/> <p><i>Copies of the following documents for one Cleaner, one Supervisor, one Team Leader (applicable if employed):</i></p> <ul style="list-style-type: none"> i. Signed written employment contract/ letter of employment/ Key Employment Terms (KET). <p><i>(Only applicable to employment contract/ letter of employment): To include the basic statutory benefits stated in the above criterion.</i></p> <p>- AND -</p> <ul style="list-style-type: none"> ii. Latest three (3) months of salary statement with detailed breakdown of pay including all overtime payments, allowances, reimbursements, etc.
3.4.4	<p>Cleaners' performances are recognised with incentives and bonuses.</p> <p>(Applicable for Clean Mark Gold Award Only)</p> <hr/> <p><i>Copies of itemized salary statement for one Cleaner, one Supervisor, and one Team Leader (applicable if employed) showing wage components such as Annual Variable Component, Monthly Variable Component, Annual Wage Bonus and any other payouts.</i></p>

¹⁰ For more information on the basic statutory benefits for cleaners, please refer to MOM website at <https://www.mom.gov.sg/employment-practices>.

PART 4 - TERMS AND CONDITIONS

[Please read the following Terms and Conditions for the application of the Enhanced Clean Mark Accreditation Scheme.]

1. The applicant shall be bound by the Terms and Conditions stated herein.

Fulfilment of Application and Accreditation Criteria

2. An application to participate in the accreditation scheme must be accompanied by (a) completed application form as prescribed, together with (b) all relevant appendices and supporting documents required.
3. Upon receipt of the application form and relevant supporting documents, the National Environment Agency (NEA) may conduct assessments based on the accreditation criteria. On-site checks may also be conducted simultaneously for verification purposes on criteria that warrant clarifications.
4. The Terms and Conditions stated herein may be subject to variation as determined by NEA in its sole discretion after reasonable notice of such variation has been given to the applicant by NEA.
5. NEA reserves the rights to acquire any information from the applicant before and during the accreditation award period.
6. Any breach in the conditions of the cleaning business licence will also result in a breach of the conditions of the accreditation scheme.
7. The applicant is to allow officers of the NEA into their premises for auditing purposes. For premises with restricted access, the applicant is required to obtain the necessary clearance/ approval for the officers to conduct the audit.
8. An email notification will be sent to the applicant to inform them of the results of their application. Any appeal against the denial of application shall be made in writing to Director-General of Public Health within fourteen (14) days from the date of notification. The Director-General of Public Health may, in appropriate cases approve applications that deviate from the criteria.
9. Request(s) for review of the assessment shall only be considered for cases with valid reasons. Applicants who are unable to fulfil certain accreditation criteria are advised to re-submit their application when they have fulfilled the necessary requirement for the accreditation.
10. Should the accreditation scheme be replaced with another scheme, the applicant may apply for accreditation under the said replacement scheme.

Validity

11. Once awarded, the accreditation status will expire on the same date as the cleaning business licence. The applicant is to submit their application for re-certification at least three months prior to the expiry date of their accreditation status.
12. NEA reserves the right to revoke the accreditation status or not to re-certify the applicant should the applicant:
 - (a) Fail to adhere to the accreditation criteria listed in Part 3 of the application form;
 - (b) Fail to comply with any directions, orders or requests for information, etc. from NEA made after the date the accreditation is awarded (including such directions, orders or requests made by NEA during a post-award audit).
13. The accreditation status is non-transferable.

Termination

14. A successful applicant will be awarded a certificate bearing the Clean Mark Silver logo or Clean Mark Gold logo. Tampering with the certificate, making false representation and use of the logo for any purpose without prior approval from NEA will result in the revocation of the accreditation status.
15. Upon the expiry of the accreditation status, the applicant shall cease all publication and circulation of materials, prints and/ or advertisements bearing the Clean Mark Silver logo or Clean Mark Gold logo.
16. NEA reserves the right to revoke the accreditation status should the applicant fails to adhere to the accreditation criteria, breach the conditions of cleaning business licence issued under Section 80(G) or Terms and Conditions herein, or for other reasons at the discretion of NEA. The applicant shall also be barred from applying for the Enhanced Clean Mark Accreditation Scheme for a period of 12 months. Any person who is aggrieved by this clause may within seven (7) days of notice, appeal in writing to the Director-General of Public Health.

Confidentiality of Information

17. NEA collects personal information to carry out its various functions and duties under the National Environment Agency Act 2002 including the implementation of environmental and public health policies in Singapore and any other related purposes.
18. The applicant hereby consents to NEA's use of the information provided by the company in the course of any application the company has made to the NEA, to facilitate the processing of such application for such purposes.
19. The applicant further consents to NEA sharing the information in such application with other Government agencies, or non-government entities authorised to carry out specific government services, unless prohibited by legislation.

PART 5 - GENERAL DECLARATION (For Enhanced Clean Mark Accreditation Scheme)

DECLARATION [BY APPLICANT (AUTHORISED PERSONNEL)]

I, _____ (name of Applicant (Authorised Personnel)), NRIC No./ FIN _____, for _____ and _____ on behalf of _____ (name of cleaning business), hereby apply to the National Environment Agency (NEA) to be accredited under the Enhanced Clean Mark Accreditation Scheme.

We declare that:

1. We will submit documents and/ or information as and when required by the NEA before and during the accreditation award period. We are aware that NEA reserves the right to revoke the accreditation status or not to re-certify the company should we fail to adhere to the criteria of the accreditation scheme.

2. We have read and understood the attached Terms and Conditions issued by the NEA in relation to this application and certify that we have given all the necessary documents and information in support of our application. Furthermore, all statements, information and documents furnished in this application are true to the best of our knowledge and belief. In the event that any statements, information or documents made by us are found to be false or in any material aspect misleading, or if there is any breach of the conditions of the cleaning business licence, we understand that:
 - (a) Our application shall be rejected;

 - (b) If our accreditation has already been granted, the said accreditation shall be revoked and we shall be barred from applying for the Enhanced Clean Mark Accreditation Scheme for a period of twelve (12) months from the time the accreditation status is revoked.

3. We are aware that if the required documents and/ or information are insufficient, our application may be delayed or rejected. In any event, whether our application is successful or not, we are further aware that NEA will not be held liable for any expenses incurred for the application.

**Signature of Applicant
 (Authorised Personnel)**

**Date
 (dd/mm/yyyy)**

AUTHORISATION OF APPLICANT (AUTHORISED PERSONNEL)

I/ We, the director(s)¹ of _____ (name of cleaning business) hereby authorise Dr/ Mr/ Ms/ Madam (~~to delete~~ **accordingly**) _____ (name of applicant (authorised personnel)), NRIC No./ FIN _____, to represent our cleaning business in liaising with the NEA regarding all licensing matters including but not limited to the following:

- (a) Submission of application(s) for a new licence or renewal of existing licence and to make declarations
 - (b) Serving as a point-of-contact for the NEA, including facilitating any audits/ inspections by NEA's authorised officers
 - (c) Updating of licensing information such as changes in the name of the cleaning business, status of registration under ACRA/ ROS, appointment of the CEO, Director, Managing Partner/ Partner, Proprietor or Chairman/ President(s) of the cleaning business, address and contact details
 - (d) Payment of licence fee
2. By making the above authorisation, I/ we fully understand that:
- (a) NEA will act upon the request made or the information provided by the abovenamed authorised personnel in respect of our licence application, or the licence issued to our cleaning business, until this authorisation is withdrawn or replaced with another one; and
 - (b) compliance to the application terms and conditions and declarations and the conditions of licence remain the responsibility of the Director(s), and the above authorisation will not exempt the Director(s) from any of the responsibilities stipulated under Part 9A of the Environmental Public Health Act 1987 and its associated subsidiary legislation.

Director 1	Director 2 (if any)	Director 3 (if any)	Director 4 (if any)
Signature	Signature	Signature	Signature
Name as in NRIC/ FIN	Name as in NRIC/ FIN	Name as in NRIC/ FIN	Name as in NRIC/ FIN
NRIC No./ FIN	NRIC No./ FIN	NRIC No./ FIN	NRIC No./ FIN
Job Title	Job Title	Job Title	Job Title
Date (dd/mm/yyyy)	Date (dd/mm/yyyy)	Date (dd/mm/yyyy)	Date (dd/mm/yyyy)

***Note: Details of the Directors need to be consistent with company's ACRA BizFile. For businesses with more than 4 Directors, please make copies of this appendix and fill in the remaining Directors' signatures and particulars accordingly.**

¹ Director(s) refers to the person(s) responsible for running the cleaning business e.g., CEO, Director, Managing Partner/ Partner, Proprietor or Chairman/ President.

ASSESSMENT FORM FOR CLEANING CONTRACTOR'S PERFORMANCE

Note:

1. This form is to be completed by an assessing officer representing the Service Buyer or Managing Agents only (i.e., Superintending Officer/ Person-in-charge with a managerial position).
2. Please complete all fields in the form. For areas that are not applicable, please indicate "NIL" or "N.A.".

Project Title/ Description of Work:	
Name of Service Buyer:	
Name of Managing Agent (if applicable):	
Please indicate with a tick (✓) if the Cleaning Contractor or the Sub-contractor is being assessed in this form.	
<input type="checkbox"/> Cleaning Contractor <input type="checkbox"/> Sub-contractor	
Name of Cleaning Contractor (if applicable):	
Name of Cleaning Sub-contractor (if applicable):	
Contract Start Date (dd/mm/yyyy):	Contract End Date (dd/mm/yyyy):

Performance Assessment Criteria	Multiplier Factor (a)	Performance Factor (b) (Between 0 to 10)	Performance Score (a) x (b)
MANAGEMENT (65%)			
Planning and control - Adherence to cleaning schedule and standards	2		
Documentation of work	0.5		
Response to instructions	1.5		
Provision of supervision	1.5		
Administrative support	0.5		
Internal performance monitoring system	0.5		
MANPOWER (15%)			
Competent workforce	1.5		
EQUIPMENT (20%)			
Proper tool, equipment and uniform	1		
Adequate maintenance (of tools and equipment)	1		
TOTAL SCORE ¹⁻²			

¹ Please refer to the following page for the Performance Grade.

² To qualify for Clean Mark award, the cleaning contractor must achieve an average of 65 and 75 points, or more, for Clean Mark Silver and Clean Mark Gold, respectively.

ASSESSMENT FORM FOR CLEANING CONTRACTOR'S PERFORMANCE

Other comments on Contractor's performance, if any:

Name of Assessor* <i>(Superintending Officer)</i>	:
Designation	:
Email Address	:
Contact Number	:
Signature	:
Date	:

Total Score	Performance Grade
81 to 100	Excellent
71 to 80	Very Good
61 to 70	Good
51 to 60	Satisfactory
0 to 50	Poor

* Please complete the following if the Superintending Officer is not of a managerial position.

Name of Counter-signing Officer <i>(Managerial and above)</i>	:
Designation	:
Email Address	:
Contact Number	:
Signature	:
Date	:

SAMPLE OF GIRO OPT-OUT FORM
(To be printed on cleaning business' letterhead)

I, _____ (name of person) of _____ (NRIC No./ FIN), Cleaner/ Team Leader/ Supervisor* of _____ (name of cleaning business) do not wish to receive payment of my salary through GIRO.

The reason(s) is (are) _____

Note: All fields are compulsory.

	In the presence of:
Signed by (Cleaner) : _____	Signed by (HR Manager) : _____
Name (Cleaner) : _____	Name (HR Manager) : _____
NRIC No./ FIN : _____	NRIC No./ FIN : _____
Date : _____	Designation : _____
	Date : _____

* To delete accordingly