**Environmental Sanitation Programme for Food Centres and Markets**

Owners or operators of Food Centres and Markets (FCMs) may refer to the following format to draw up an Environmental Sanitation (ES) Programme for their specified premises.

The details of the inventory of areas to be cleaned and disinfected and frequencies of cleaning and disinfection mentioned below are to be followed accordingly. The list is non-exhaustive and you should include other areas in your premises[[1]](#footnote-1) that require cleaning and disinfection, if they are not reflected in the ES programme below. You may refer to the Singapore Standards on Cleaning[[2]](#footnote-2) which provide examples on the inventory of areas to be cleaned. In determining the frequencies of cleaning and disinfection, owners or operators should refer to the risk factors listed in the Guidelines[[3]](#footnote-3).

Owners or operators of FCMs are required to **conduct thorough periodic cleaning operations at least once every quarter (i.e. three months)**, or more frequently as warranted, depending on the risk profile of the premises. Areas or fixtures that are hard to reach and are generally inaccessible may be cleaned at least once a year. Similar to routine operations, for areas with a higher risk profile, disinfection should be carried out together with cleaning.

Through the implementation of the ES Programme, owners or operators should meet the following outcomes:

1. Premises are clean and relatively free of visible litter, stain, environmental waste, spillage and soilage;
2. Crockery and trays are promptly cleared from tables, tray return racks, and floor (if any, are placed)[[4]](#footnote-4); and
3. No significant vector issues within the premises at any time.

Owners or operators are to ensure that the desired outcomes as listed above are generally met over the course of daily operation and especially after each cleaning operation is completed. Please find below descriptions of the indicators. These indicators are adapted from the Singapore Standards on Cleaning SS 610:2016 - Guidelines for Cleaning Performance of Retail Food and Beverage (F&B) Premises.

| **Indicator** | **Description** |
| --- | --- |
| Litter/stain | Object/item that is accidentally/deliberately left behind or dropped by human activities that affects the appearance of the area. Litter includes man-made materials such as soiled tissue paper, wrappers and food remnants; and stains due to spillages |
| Environmental waste | Environmental wastes include, but are not limited to dust, mud, soil, stones, fallen foliage, droppings of rodents, cockroaches, birds and stray animals  |
| Soilage (applicable only to toilet area) | Object/item that is left behind or dropped by human activities that affects the appearance of the area. Soilage include, but are not limited to stains, bodily fluids, excretion, water/smear stains, finger marks, loose debris, and left behind food and beverage |
| Uncleared crockery | Non-disposable soiled crockery and trays that are to be returned to stalls/ sent to a centralised area for washing or disposable ones to be disposed of properly |

To streamline internal cleaning operations, owners or operators may refer to the following general cleaning and disinfection guidelines to stratify the areas and/or items according to their risk profiles, and to highlight for inclusion salient areas and/or items not presently incorporated into the sector-specific ESP template (if necessary).

|  |  |  |
| --- | --- | --- |
| **Risk Profile** | **Explanation of Risk Profile** | **Cleaning and Disinfection Required** |
| Low | * Areas and/or items are considered to have a low risk profile if there is **minimal** physical/human contact, presence of bodily fluids and risk of vector infestation. Examples of these areas may include ceilings and certain back-of-house areas such as loading/unloading bays.
 | * Areas and/or items with low risk profiles may require less frequent and/or less intensive cleaning and disinfection operations to achieve the aforementioned outcomes.
 |
| Medium | * Areas and/or items are considered to have a medium risk profile if there is **moderate** physical/human contact, presence of bodily fluids and/or risk of vector infestation. Examples of these areas may include floors and staircases.
 | * Areas and/or items with medium risk profiles may require regular cleaning and disinfection operations to achieve the aforementioned outcomes.
 |
| High | * Areas and/or items are considered to have a high-risk profile if there is **heavy** physical/human contact, presence of bodily fluids and/or risk of vector infestation. Examples of these areas may include toilets and bin centres.
 | * Areas and/or items with high risk profiles may require more frequent and/or intensive cleaning and disinfection operations to achieve the aforementioned outcomes.
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| **Premises**: *ABC Hawker Centre***Name of Premises Manager***: XXXX, NEA-HCG***Name of Environmental Control Coordinator***: XXXX, NEA Place Manager***Updated as of*:***  *DD/MM/YYYY (e.g. 01/12/2021)* |
| **Scope and Frequency of Cleaning, Disinfection and Facility Inspection** |
| Name of cleaning contractor: *XYZ Cleaning Pte. Ltd.Or ‘Not Applicable. In-source full time cleaner’* |
| **Inventory of areas within premises** | **Frequency of cleaning, disinfection and facility inspection** |

| **Public Facing Areas** | **Surface/ fixture** | **Routine** | **Periodic**  |
| --- | --- | --- | --- |
| *Building Interior*  | *Walls and columns* | *Inspect every week. Spot clean to head level where necessary.*  | *Thorough cleaning and disinfection every quarter for entire walls and columns.*  |
| *Staircases /staircase landings (if applicable)* | *Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Staircase handles**(if applicable)* | *Clean and disinfect thrice daily, and as and when required.* | *Thorough cleaning and disinfection every quarter.* |
| *Fire extinguishers and fire* *hose-reels* | *Inspect every week. Spot clean where necessary.*  | *Thorough cleaning and disinfection every quarter.* |
| *Electrical meter/switch boxes* | *Inspect every week. Spot clean where necessary.*  | *Thorough cleaning and disinfection every quarter.* |
| *Fans* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Public lighting, directional and information signs, notice boards* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Vacant stalls (if applicable)*  | *Clean and disinfect every week.* | *Thorough cleaning and disinfection every quarter.* |
| *Gully strainers and gully traps (except those within the stalls), scupper drains* | *Clean daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Hand sanitiser dispensers (if applicable)* | *Clean and disinfect daily (if dispenser is not automated). Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Water dispensers**(if applicable)* | *Clean daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Refuse bins – for general public’s use (if applicable)*  | *Clean and disinfect daily. Spot clean where necessary.* | *Check for damages which may cause leakage every quarter and have them replaced where necessary.**Wash bins to remove scum every quarter.* |
| *Hand wash basin areas (if applicable)* | *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Vanity tops/hand wash basins* | *Clean and disinfect thrice daily. Spot clean where necessary.*  | *Check for chokages in basin every quarter.* |
| *Mirrors* | *Clean daily. Disinfect where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Soap dispensers* | *Clean and disinfect daily (if dispenser is not automated). Spot clean where necessary.*  | *Thorough cleaning and disinfection every quarter.* |
| *Hand dryers/paper towel dispensers (if applicable)* | *Clean and disinfect daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Walls and columns* | *Inspect every week. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for entire walls and columns.* |
| *Building exterior* | *Staircases/ staircase landings* *(If applicable)* | *Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Railings* | *Clean and disinfect thrice daily, and as and when required.* | *Thorough cleaning and disinfection every quarter.* |
| *Piping* | *-* | *Clean every quarter.* |
| *Windows/glass wall panels/glass doors* | *Inspect weekly. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Public lighting, directional and information signs, notice boards* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Flower beds, pots, turfed and planted areas* | *Clean debris at least once a week to ensure no stagnant water and mosquito breeding.* | *-* |
| *Roof and roof gutters (if applicable)* | *-* | *Clean and clear debris, and check gradient of roof gutter to ensure that there are no chokages and that water is free flowing every quarter, and as and when required.* |
| *All drains e.g. building drains, scupper drains and sanitary drain lines* | *Clean debris and silt daily to ensure no stagnant water and mosquito breeding.* | *-* |
| *Gully strainers and gully traps (except those within the stalls)* | *Clean daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Lifts (if applicable)* | *Lift landing floors/lift car floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Lift mirrors and walls* | *Clean and disinfect daily, and as and when required.* | *Thorough cleaning and disinfection every quarter.* |
| *Push button panels/lift rails* | *Clean and disinfect thrice daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Lift lights*  | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Escalators**(If applicable)* | *Handrails* | *Clean and disinfect thrice daily, and as and when required.* | *Thorough cleaning and disinfection every quarter.* |
| *Landing* | *Spot clean daily.* | *-* |
| *Steps* | *Spot clean where necessary.* | *-* |
| *Centralised dish washing area (for hawker centre/food centre), if applicable\** | *Floor* | *Clean and disinfect daily, subject to usage. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |

*\*For TC managed HCs, pls refer to Annex*

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Walls and columns* | *Inspect every week. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for entire walls and columns.* |
| *Fans* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Sinks* | *Clean and disinfect daily.*  | *Check for chokages in basin every quarter.* |
| *Refuse bulk bins* | *Clean and disinfect daily. Spot clean where necessary.* | *Check for damages which may cause leakage every quarter and have them replaced where necessary.**Wash bins to remove scum every quarter.* |
| *Tray return stations/racks\** | *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Countertops/**shelves* | *Clean and disinfect daily.* *To be promptly cleared of crockery/**disposables and food scraps/**tissue/wet wipes.* | *Thorough cleaning and disinfection every quarter.* |
| *Trays* | *Clean with detergent daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Refuse holding areas - food waste bins/pedal bins/refuse bins**\*For TC managed HCs, pls refer to Annex* | *Clean and disinfect daily Spot clean where necessary.* | *Check for damages which may cause leakage every quarter and have them replaced where necessary.**Wash bins to remove scum every quarter.* |
| *Refreshment areas**(regardless of indoor/ outdoor)**Note: 2-cloth tabletop cleaning system to be in place. Cloth to be washed regularly, and water in pail for rinsing cloth should be changed regularly\*.* | *Tabletops include underneath side of tables* | *Jet wash and disinfect at end of daily operations.**To be promptly cleared of crockery\** | *Thorough cleaning and disinfection every quarter.* |
| *Seats include underneath side of seats (Examples: chairs, benches, stools)* | *Jet wash and disinfect at end of daily operations.* | *Thorough cleaning and disinfection every quarter.* |
| *Retractable roofs* | *-* | *Clean any debris every quarter.* |
| *Big outdoor umbrellas over tabletops* | *-* | *Clean any debris every quarter.* |
| *Floors (in the refreshment areas)* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Walls/pillars (in the refreshment area)* | *Inspect every week. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for entire walls/pillars.*  |
| *Toilets / accessible toilets*  | *Door surfaces/ frames/closers* | *Clean and disinfect once weekly. Spot clean when necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Floors (including floor traps/tiles/ skirting/floor mats)* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Partitions/walls/ wall tiles* | *Inspect every week. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for entire partitions/ walls.*  |
| *Glass panels/ windows* | *Clean weekly. Disinfect where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Door knobs and latches**\*For TC managed HCs, pls refer to Annex* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Mirrors* | *Clean daily. Disinfect where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Vanity tops/wash hand basins* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Check for chokages in basin every quarter.* |
| *Urinals and toilet bowls including covers/squat pans* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Diaper changing stations (if applicable)*  | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Piping* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Fans* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.*  |
| *Switches/power points* | *Clean daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Lightings/**signage* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.*  |
| *Soap dispensers* | *Clean and disinfect daily (if dispenser is not automated). Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Toilet paper dispensers* | *Clean and disinfect daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Hand towel dispensers (if applicable)* | *Clean and disinfect daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Hand dryers (if applicable)* | *Clean and disinfect daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Bins/sanitary bins (in ladies’ washroom)* | *Clear and clean daily. Disinfect weekly. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Grab bars (if applicable)* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Ceiling/diffuser/**exhaust fan* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Gully strainers and gully traps, scupper drains* | *Clean daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Toilet seat sanitiser dispensers (if applicable)* | *Clean and disinfect daily (if dispenser is not automated). Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |

| **Back-of-House Areas** | **Surface/ fixture** | **Routine** | **Periodic** |
| --- | --- | --- | --- |
| *Loading/unloading bays* | *Floor/ramps* | *Clean and disinfect daily. Spot clean where necessary.*  | *Thorough cleaning and disinfection every quarter.* |
| *Walls* | *Inspect every fortnight. Spot clean to head level where necessary.*  | *Thorough cleaning and disinfection every quarter for the entire wall*. |
| *Ceiling/doors (if applicable)* | *Clean every fortnight, depending on condition.* | *Thorough cleaning and disinfection every quarter.*  |
| *Roller shutters (if applicable)* | *Clean every fortnight, depending on condition.* | *Thorough cleaning and disinfection every quarter.*  |
| *Railings (if applicable)* | *Clean and disinfect daily and as and when required.* | *Thorough cleaning and disinfection every quarter.* |
| *Offices/store rooms / freezer lots (common area)* | *Floors* | *Clean and disinfect every week. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Ceiling/walls/**doors* | *Clean every fortnight, depending on condition.* | *Thorough cleaning and disinfection every quarter.* |
| *Lights/Fans* | *Clean every fortnight, depending on condition.* | *Thorough cleaning and disinfection every quarter.* |
| *Tables, shelves, cupboards and other fittings* | *Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.*  |
| *Door knobs and Latches* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Freezer (common area)(if applicable)* | *Clean and disinfect exterior every week. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Refuse bin centres including service bays, bulk bins, compactors* | *Ceiling* | *Clean every fortnight, depending on condition.* | *Thorough cleaning and disinfection every quarter.* |
| *Roller shutters* | *Clean every fortnight, depending on condition.* | *Thorough cleaning and disinfection every quarter.* |
| *Floors* | *Clean daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Walls* | *Inspect weekly. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for the entire wall.* |
| *Refuse bulk bins* | *Clean and disinfect daily. Spot clean where necessary.* | *Check for damages which cause leakage every quarter and have them replaced where necessary.**Wash bins to remove scum every quarter.* |
| *Gully strainers and gully traps, scupper drains* | *Clean daily.*  | *Thorough cleaning and disinfection every quarter.* |
| *Compactor* | *-* | *Wash and disinfect every quarter.* |

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| **Surfaces/fixtures that require annual maintenance/ cleaning.****The PM and ECC shall ensure that the following surfaces/fixtures are maintained / cleaned at least once a year.** |
| **Surface/Fixture** | **Frequency of cleaning/maintenance** |
| Ceiling, ceiling trusses, roof trusses, beams, aluminium fins, overhanging pipes and exterior of exhaust ducts, overhead fixtures | Clean every year. Disinfect where there are excrements (e.g. bird or rat droppings) |
| **Inspection on Cleanliness**(Inspections on cleanliness to be conducted soon after cleaning)***Please file the completed inspection records for audit purposes.*** |
| *Minimally 10% of areas above to be visually inspected daily and after periodic cleaning operations.* *Areas to be checked to be rotated daily over the course of 2 weeks to cover the entire premises.**[Note: This list to be submitted is a segment of the areas to be checked. Inspection records should have the record of areas checked daily]* |
| *Day*  | *Areas to be checked* |
| *1* | *Toilets (level 1), Staircases* |
| *10* |  |
| **Manpower, equipment, amenities, cleaning methodology and cleaning agents used** |
| I declare the following: |
| Manpower | ( √ ) Cleaners are trained in their areas of work i.e. general cleaning, toilet cleaning, and tabletop cleaning, including proper dilution of cleaning agents/disinfectants and use of equipment/tools. |
| Equipment and cleaning agents/ disinfectants | ( √ ) Cleaners are equipped with the necessary equipment/tools and cleaning agents and disinfectants to clean and disinfect the surfaces of listed inventory of areas. |
| Cleaning and disinfection methodology | ( √ ) Proper cleaning and disinfection procedures for routine and thorough periodic cleaning are in place. Reference could be made to pictorial guides on retail F&B premises cleaning procedures and washroom cleaning procedures on the NEA’s [website](https://www.nea.gov.sg/our-services/public-cleanliness/cleaning-industry/cleaning-industry). ( √ ) Proper cleaning and disinfection procedures to respond to incidents of bodily discharge are in place. Reference should be made to the Environmental Sanitation for High-Risk Non-Healthcare Premises in Singapore Technical Guide.  |
| Toilet amenities | ( √ ) Toilet paper, liquid hand soap, paper towel/hand dryer are available at all times( √ ) Sanitary fittings such as flush, wash hand basin taps and sanitary pipes are in good working condition |
| Tray return infrastructure\* | ( √ ) Tray return infrastructure is provided and maintained. |
| Exhaust ducts  | ( √ ) Ensure exhaust duct exterior is cleaned once every year.  |
| Good house keeping | ( √ ) No stagnant water in the premises( √ ) Premises and areas are well-kept and maintained to ensure no mosquito breeding or harbourage of other vectors ( √ ) Proper handling and disposal of waste (especially trade waste) generated by food and non-food establishments( √ ) Clutter/stored goods are shifted/removed to ensure that proper cleaning and disinfection can be carried out. |
| *For internal info:**Equipment maintained by our premises: E.g. Ride on scrubber x 2, PPE for Internal ops staff, safety signage**\*For TC managed HCs, pls refer to Annex**Equipment supplied by cleaning contractor: E.g. PPE for cleaners, regular cleaning equipment and agents* |
| **Pest Management*****A comprehensive pest management survey to be conducted once every six months minimally.****Please file the pest control programme (if any), pest management survey records, pest control works for audit purposes. Please see below for sample of records to be kept.* |
| Name of pest control operator*: 123 Pests Away Pte. Ltd.* Vector Control Operator Registration Number:Period of contract (if applicable): *DD/MM/YYYY to DD/MM/YYYY* |
| Frequency of routine pest control services: | *Routine inspection once every 2 weeks (example)**e.g. visit once a week for mosquito/rodent inspection**e.g. termite treatment as and when required* |
| Pest control/ treatment efforts carried out by pest control operator: | *(To provide examples here)**1 November 2021* *e.g. Rats found on false ceiling. Inspected premises to ensure good housekeeping and refuse management. Deployment of glue boards in false ceiling.**e.g. Rat burrows found in landscape near canteen. Burrow treatment carried out. Burrow sealed after inactivity is observed.* *e.g. Termite infestation at garden shed. Carried out treatments to address subterranean termite issue.* |
| Dates of routine surveys to be conducted by pest control operator:  | *3 March 2022*, *3 June 2022, 3 September 2022, 3 December 2022 (example)* |
| Additional checks required: |  | **Date** |
| *Vacant stalls/ lock up stalls* | *7 January 2022 (once every 2 weeks or monthly for next 6 months)* |
| *False ceiling* | *7 January 2022 (once every 2 weeks or monthly for next 6 months)* |
| *Bin centres* | *7 January 2022 (Once every 2 weeks or monthly)* |
| Endorsed by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:Name and signature of Environmental Control Coordinator\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:Name and signature of Premises Manager |

Note:

* The Singapore Standards on Cleaning provide examples on the inventory of areas to be cleaned. All areas should be covered, including toilets, food preparation areas, bin centres and waste holding areas, loading/unloading bays.
* Records of inspections should be duly dated and signed by the person(s) in charge.
* For inspection of cleaning and disinfection, the Singapore Standards on Cleaning provide a reference on the quality benchmarks for visual inspection. Readers may also refer to the sample inspection checklist and plan available in NEA’s Guide on Specifications for Outcome-based/Performance-based Cleaning Contract at [https://www.nea.gov.sg/industry-transformation-map/outcome-based-contracting-(obc)](https://www.nea.gov.sg/industry-transformation-map/outcome-based-contracting-%28obc%29)



* For mosquito and rodent control, readers may refer to guidelines on the NEA’s website at <https://www.nea.gov.sg/our-services/pest-control/>



* The outsourced cleaning contractor(s) and pest control operator(s) must have the relevant licences required for operation.
* Premises Managers (PMs) and Environmental Control Coordinators (ECCs) should refer to the NEA’s Code of Practice for ECCs for the roles and responsibilities of the ECC and PM, and for the development and implementation of an ES programme for specified premises, at <https://www.nea.gov.sg/our-services/public-cleanliness/ESR>
* For more information on the ES regime, readers may refer to the NEA’s website at <https://www.nea.gov.sg/our-services/public-cleanliness/ESR>



**ANNEX**

**Cleaning and Disinfection Best Practices, including Coordination Amongst Stakeholders at Town Councils’ Managed Food Centres and Markets**

The following best practices are key to ensuring that the desired cleanliness outcomes are met at the centre-level. These include cleaning of areas within the food centres that are currently under the purview and performed by other stakeholders (i.e. not carried out by the owner or operator of the food centres).

While the Town Council (Premises Manager) will not be legally responsible for ensuring strict compliance in these areas, reasonable care should be considered and taken by the Town Council and the appointed ECC to coordinate housekeeping and cleanliness issues with stakeholders, including Hawkers’ Associations (HAs), to ensure cleanliness outcomes for the entire centre are met. This could include the following examples, where feasible:

1. Town Council/appointed ECC to channel feedback received from the public on table cleanliness to HAs in a timely manner,
2. Town Council/appointed ECC can activate the general cleaning contractor or work with HAs to activate their table-cleaning contractor to respond promptly to cleanliness issues during peak hours
	1. For example, stationing a general cleaner within the centre/in the vicinity during peak hours for quick deployment, or synchronising timing of general cleaning with table-cleaning.

The adoption of these best practices should achieve the following outcomes (refer to table below for more detailed guidelines of the recommended cleaning frequency and standards):

1. Crockery and trays are promptly cleared from tables, tray return racks and floor (if any, are placed); and
2. General cleaning of the premises is coordinated with table-cleaning (i.e. no soiled crockery and trays being placed on the floor due to uncleared tables or rubbish placed on the floor next to a full rubbish bin, as a result of different general and table cleaning schedules)

|  |  |
| --- | --- |
| **Inventory of areas within premises** | **Frequency of cleaning, disinfection and facility inspection** |
| **Public Facing Areas** | **Surface/ fixture** | **Routine** | **Periodic**  |
| *Centralised dish washing area (for hawker centre/food centre) if applicable* | *Floor* | *Clean and disinfect daily, subject to usage. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Walls and columns* | *Inspect every week. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for entire walls and columns.* |
| *Fans* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Sinks* | *Clean and disinfect daily.*  | *Check for chokages in basin every quarter.* |
| *Refuse bulk bins* | *Clean and disinfect daily. Spot clean where necessary.* | *Check for damages which may cause leakage every quarter and have them replaced where necessary.**Wash bins to remove scum every quarter.* |
| *Tray return stations/ racks*  | *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Countertops/**shelves* | *Clean and disinfect daily.**To be promptly cleared of crockery/disposables and food scraps/tissue/wet wipes.* | *Thorough cleaning and disinfection every quarter.* |
| *Trays* | *Clean with detergent daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Refuse holding areas - food waste bins/pedal bins/ refuse bins*  | *Clean and disinfect daily. Spot clean where necessary.* | *Check for damages which may cause leakage every quarter and have them replaced where necessary.**Wash bins to remove scum every quarter.*  |
| *Refreshment areas**(regardless of indoor/ outdoor)**Note: 2-cloth tabletop cleaning system to be in place. Cloth to be washed regularly, and water in pail for rinsing cloth should be changed regularly.* | *Tabletops include underneath side of tables* | *To be promptly cleared of crockery.* |  |

1. Reference to other inventory of areas to be cleaned can be found in the Environmental Sanitation for High-Risk Non-Healthcare Premises in Singapore Technical Guide, which is available on the NEA’s [website](http://www.nea.gov.sg/environmental-sanitation-regime). [↑](#footnote-ref-1)
2. The Singapore Standards on Cleaning are:

	1. SS 499:2002 (2015) Cleaning Service Industry – Cleaning Performance for Commercial Premises
	2. SS 610:2016 Guidelines for Cleaning Performance of Retail Food and Beverage (F&B) Premises
	3. SS 533:2007 (2015) Cleaning Performance for Public Housing Estates [↑](#footnote-ref-2)
3. Guidelines refer to the Environmental Sanitation for High-Risk Non-Healthcare Premises in Singapore Technical Guide which is available on the NEA’s [website](http://www.nea.gov.sg/environmental-sanitation-regime). [↑](#footnote-ref-3)
4. The Town Councils (TCs) do not undertake the cleaning operations of tabletops and tray return infrastructures, hence, these areas are excluded from the TCs’ mandatory baseline standards to be met under the ES Regime. The TCs should adopt these standards as best practices instead. Pls refer to the Annex for more details. [↑](#footnote-ref-4)