**Environmental Sanitation Programme for Social Service Facilities**

Owners or operators of social service facilities 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 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 social service facilities are required to **conduct thorough periodic cleaning operations at least once every six 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); 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 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 guidelines to stratify the areas and/or items according to their risk profile, 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**: *e.g.* ABC Homes/Centres**Name of Premises Manager***: XXXX e.g. Social Service Agency, Licensee***Name of Environmental Control Coordinator***: XXXX e.g. Head/Asst. Head of Home, Superintendent/Asst. Superintendent of Home***Updated as of*:*** *DD/MM/YYYY (e.g. 23/03/2022)* |
| **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** |

| **Common Area** | **Surface/ fixture** | **Routine** | **Periodic**  |
| --- | --- | --- | --- |
| *Building* | *Scupper drains on flat roof (if applicable/accessible)* | *Inspect weekly and conduct spot cleaning where necessary.* | *-* |
| *External Compound including Carpark/Drains* | *Floor*  | *Clean once daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Perimeter drains (if applicable)* | *Conduct spot cleaning to remove debris, silt and litter daily to ensure no stagnant water and mosquito breeding.* | *Thorough cleaning every 3 months.* |
| *Corridor/Walkways/**Passageways* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor*  | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Walls (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Staircase floor (except for staircases that are rarely used as access is mostly by lifts or for fire evacuation purpose\*)* | *Clean and disinfect once daily and conduct spot cleaning where necessary.* *(\*Clean and disinfect once weekly and conduct spot cleaning where necessary.)* | *Thorough cleaning and disinfection every 6 months.* |
| *Railings* | *Clean and disinfect once daily and conduct spot cleaning where necessary.*  | *Thorough cleaning and disinfection every 6 months.* |
| *Fans*  | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |
| *Other high touch areas, e.g. water dispenser handle/ button* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Bins* | *Clear and wipe down once daily or as and when full.* | *Check for damages, which may cause leakage every 3 months.**Wash bins to remove scum every 3 months.* |
| *Perimeter drains (if applicable)* | *Conduct spot cleaning to remove debris, silt and litter daily to ensure no stagnant water and mosquito breeding.*  | *Thorough cleaning every 3 months.*  |
| *Lifts* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor, walls and door* | *Clean and disinfect once daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Buttons and railings* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Toilets/Shower Area* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Cubicle walls/partitions* | *Clean and disinfect once daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 6 months.* |
| *Wall (in general area)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Urinals and Toilet Bowls* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Intensive scrubbing and disinfection every 6 months.*  |
| *Toilet flush panels/ handles* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Wash hand basin/vanity top (including taps)* | *Clean and disinfect twice daily.* | *Check for chokages in basin every 3 months.* |
| *Mirror* | *Clean and wipe once daily. Disinfect where necessary.*  | *Thorough cleaning and disinfection every 6 months.* |
| *Door* | *Clean and disinfect once every month and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door knobs/railings/ handles* | *Clean and disinfect twice daily.* | *Thorough cleaning and disinfection every 6 months.* |
| *Exhaust fans (if applicable)* | *-* | *Clean and inspect once every 6 months.* |
| *Bins/sanitary bins (in ladies washroom if applicable)* | *Clear and wipe down once daily.**Weekly cleaning and disinfection.* | *Check for damages which may cause leakage every 3 months.**Wash bins to remove scum every 3 months.* |
| *Fans*  | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.*  |
| *Other high touch areas, e.g. soap dispenser, hand dryer, towel dispenser* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.*  |

| ***Staff/Function Areas*** | ***Surface/ fixture*** | ***Routine*** | ***Periodic***  |
| --- | --- | --- | --- |
| *General / Administration Office* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor*  | *Clean and disinfect once daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Walls (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door* | *Clean and disinfect once every month and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door knobs/handles* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Fans* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.*  |
| *Other high touch areas, e.g. telephone, printer, cabinet handles, water dispenser*  | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.*  |
| *Functional Areas, e.g. Meeting / Training / Counselling / Therapy / Sensory / Calm-time / Segregation / Laundry rooms, Gym, Library, miscellaneous activity areas, etc.* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor*  | *Clean and disinfect once daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Walls (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door*  | *Clean and disinfect once every month and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door knobs/handles* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Fans* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |
| *Other high touch areas, e.g. remote control, cabinet handles, exercise equipment* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.*  |

| ***Medical Area*** | ***Surface/ fixture*** | ***Routine*** | ***Periodic*** |
| --- | --- | --- | --- |
| *Medical / Higher-risk areas, e.g. Sick Bay, Medical Officer / Treatment / Nursing / Medication / Sluice Rooms, Nurse Station, etc.*  | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Wall (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door* | *Clean and disinfect once every month and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door knobs/ handrailing/handles* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Fans* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |
| *Other high touch areas, e.g. cabinet handles, medical apparatus, weighing scale, sick bed* | *Clean and disinfect twice daily and conduct spot cleaning and disinfection where necessary.* | *Thorough cleaning and disinfection every 6 months.*  |

| **Live-in Areas** | **Surface/ fixture** | **Routine** | **Periodic** |
| --- | --- | --- | --- |
| *Dormitory including Living Room, Pantry etc**Note: 2-cloth tabletop cleaning system to be in place. Cloth to be washed and water in pail for rinsing cloth should be changed regularly.* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor*  | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Wall (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door* | *Clean and disinfect once every month and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door knobs/handles* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Tabletop, food preparation area* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.**To be promptly cleared of crockery.* | *Thorough cleaning and disinfection every 6 months.*  |
| *Fans*  | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |
| *Other high touch areas, e.g. bed rails, locker handles, remote control* | *Clean and disinfect twice daily and conduct spot cleaning and disinfection where necessary.* | *Thorough cleaning and disinfection every 6 months.*  |
| *Multi-Purpose Hall/Dining Area* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Wall (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection once every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door* | *Clean and disinfect once every month and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door knobs/ handles*  | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Fans*  | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |
| *Tables and chairs (for dining purposes)* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.**To be promptly cleared of crockery.* | *Thorough cleaning and disinfection every 6 months.* |
| *Other high touch areas, e.g. water dispenser handle/ button* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Food Serving Area* | *Fixtures and fittings* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.**To be promptly cleared of crockery.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |

| ***Back-of-House Areas*** | ***Surface/ fixture*** | ***Routine*** | ***Periodic***  |
| --- | --- | --- | --- |
| *Kitchen* | *Ceiling* | *Inspect daily and conduct spot cleaning where necessary.* | *-* |
| *Floor* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Wall (up to 1 storey in height)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Windows* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Door (if applicable)* | *Clean and disinfect once every month, and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 3 months.* |
| *Door knobs/handles*  | *Clean and disinfect thrice daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Fans* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every month.* |
| *Light fittings* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning every 3 months.* |
| *Fixtures and fittings*  | *Inspect daily and conduct spot cleaning where necessary.* | *For rarely used fixtures and fittings, to clean prior and after each use.* |
| *Sink* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.* | *Check for chokages in basin every 3 months.* |
| *Bins* | *Clean and disinfect once daily and conduct spot cleaning where necessary.* | *Check for damages, which may cause leakage every 3 months.**Wash bins to remove scum every 3 months.* |
| *Tabletop, food preparation area* | *Clean and disinfect twice daily and conduct spot cleaning where necessary.**To be promptly cleared of crockery.* | *Thorough cleaning and disinfection every 6 months.* |
| *Food storage area* | *Clean and disinfect once daily.* | *Thorough cleaning and disinfection every 3 months.* |
| *Bin Centre/Bin-Holding Areas* | *Floor/Walls/Doors (if applicable)* | *Clean and disinfect once daily.* | *Thorough cleaning and disinfection every month.* |
| *Bins* | *Clean and disinfect once daily.* | *Check for damages which may cause leakage every 3 months.**Send bins for washing to remove scum every 3 months.*  |
| *Ceiling (if applicable)* | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough washing and disinfection every 3 months.* |
| *Storage Area* | - | *Inspect daily and conduct spot cleaning where necessary.* | *Thorough cleaning and disinfection every 6 months.* |
| *Air-Handling Units* | - |  | *Inspect every 6 months.* |
| *Air Ducts* | - |  | *Inspect every 12 months.* |

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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** |
| * Scupper drains on flat roof (if applicable/accessible)
* Ceiling
* Wall (more than 1 storey in height)
 | Thorough cleaning every year |
| **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 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 check. Inspection records should have the record of areas checked daily]* |
| *Day*  | *Areas to be checked* |
| *1* | *Toilets (level 1), Sluice Room, Staircases, Sick Bay* |
| *2* | *Toilets (level 2), Bin Centre/Bin-holding areas, Medical Officer Room* |
| *3* | *Toilets (level 3),Lifts, Corridors, Kitchen* |
| *4* |  |
| *5* |  |
| *6* |  |
| *7* |  |
| *8* |  |
| *9* |  |
| *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 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. |
| Tabletop cleaning | ( √ ) 2-cloth tabletop cleaning is practised.( √ ) Table cloths are washed regularly, and water in pail for rinsing cloth is changed regularly. |
| 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. |
| *For internal info:**Equipment maintained by our premises: E.g. Ride on scrubber x 2, PPE for Internal ops staff, safety signage**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 6 months minimally.****Please file the pest control programme (if any), pest management survey records, pest control works for audit purposes. Please see below for a 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 for surveys to be conducted by pest control operator:  | *3 March 2022*, *3 June 2022, 3 September 2022, 3 December 2022 (example)* |
| Additional checks required: | **Areas** | **Date** |
| *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)* |
| **Indoor Air Quality (IAQ)** Premises Managers are required to hire an accredited laboratory to carry out a 3-yearly IAQ audit\* of air-conditioned rooms within the premises. If any renovations are carried out, there is a need to put in the requirement for contractors to utilise low Volatile Organic Compounds (VOC) and low formaldehyde emitting materials. The premises manager is required to engage an accredited laboratory to conduct post renovation IAQ audit for formaldehyde and Total Volatile Organic Compounds (TVOC) parameters prior to occupation. In case of non-compliance, the premises manager should follow up to identify the cause of poor IAQ and rectify the situation accordingly, e.g. remove/substitute source of contaminant, increase ventilation, use air cleaning equipment to remove pollutants etc.Please see below for a sample of IAQ records to be kept.*\*Audit based on Singapore Standards 554:2016+A1:2021 Code of Practice for indoor air quality for air-conditioned buildings for recommended chemical, particulate matter and microbiological parameters.* |
| **Routine IAQ Audit (for air-conditioned spaces)** |
| ***An IAQ audit to be conducted once every 3 years minimally.****Please file the IAQ audit reports, remedial measures taken (if any) for audit purposes.* |
| Name of accredited laboratory / 3rd party auditor*: 123 Good IAQ Pte. Ltd.*  |
| Frequency of routine IAQ audit | *Routine IAQ audit once every 3 years for entire premises* |
| Date of IAQ audit | *e.g. 1 December 2023* |
| Date of last IAQ audit  | *e.g. 1 December 2020* |
|  |  |
| **Summary of IAQ audit findings** |
| **Areas** | **Findings** | **Remedial measures taken** |
| e.g. main foyer  | *e.g. PM2.5 and CO2 exceeded SS554:2016+A1:2021 limits* | *e.g. Isolated pollutant-generating activity, and increased ventilation.* |
| e.g. indoor playground | *e.g. All parameters were in compliance with SS554:2016+A1:2021 limits* | *e.g. N.A.* |
|  |
| **Renovation Works (if major renovation work is carried out)** |
| ***Major renovation work should be undertaken in a way that minimises contamination to indoor environment.******An IAQ audit to be conducted prior to occupation.****Please file the contract/procurement records, IAQ audit reports, remedial measures taken (if any) for audit purposes.* |
| ***Pre-renovation*** |
| I declare the following: |
| ( √ ) “Low Volatile Organic Compounds (VOC), low formaldehyde emitting building materials” were used for major renovation works (such as adhesives, paints, wall and ceiling finishes, floorings and carpentry works).  |
| ( √ ) Measures were taken to isolate areas under renovation from any occupied zones. |
| Duration of renovation  | *e.g. 1-31 January 2023* |
| ***Post-renovation******IAQ Audit (for air-conditioned spaces)*** |
| Name of accredited laboratory / 3rd party auditor*: 123 Good IAQ Pte. Ltd.*  |
| Date of IAQ audit  | *e.g. 15 February 2023* |
| **Summary of IAQ audit findings** |
| **Areas** | **Findings** | **Remedial measures taken** |
| e.g. main foyer  | *Formaldehyde levels exceeded SS554:2016+A1:2021 limit* | *Items that emit formaldehyde were removed.**To follow up with another round of IAQ test on 22 February 2023.* |
|  |
| 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 the 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>



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)