

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

INSTRUCTIONS

1. This application form consists of two sections - Section A and Section B; cleaning businesses applying for the cleaning business licence are required to complete Section A only. Cleaning businesses interested in applying the Enhanced Clean Mark Accreditation Scheme, please proceed to complete Section B of the form.
2. 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. Any corrections made on this form must be countersigned with the date and signature of the applicant (Authorised Personnel).
3. The completed application form with all the required supporting documents can be submitted via one of the following modes:

For Mail-in Only:	Central Licensing Branch 40 Scotts Road Environment Building Annex Block #04-00 Singapore 228231
Email:	NEA_Cleaninglicence@nea.gov.sg

4. A qualified application with all the required supporting documents takes approximately 30 working days to process. NEA will notify each applicant on the outcome of the application in writing.
5. 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. the Cleaning Industry Management System (CIMS); or
 - b. AXS (kiosks, e-Stations and m-Stations).
6. Upon being licensed, 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	
<u>For Cleaning Business Licence:</u>		
1	Original copy of the completed application form	<input type="checkbox"/>
2	<p><u>For ACRA-registered businesses:</u> Photocopy of the latest Business Profile by ACRA (dated not later than 3 months from the date of licence application)</p> <p>- 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	Original copy of the form for 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>- 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>- 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	Soft copy (in Excel) of Cleaner(s)' Information (Forms available on the NEA website at http://www.nea.gov.sg/docs/default-source/public-health/Cleaning-Industry/EAS/eas-excel.xlsx and to be submitted to NEA_Cleaninglicence@nea.gov.sg)	<input type="checkbox"/>
6	Original copy of the Progressive Wage Plan	<input type="checkbox"/>

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

Additional documents for Enhanced Clean Mark Accreditation Scheme:		
7	Photocopies of audited Balance Sheet and Profit & Loss Statement	<input type="checkbox"/>
8	Records of past court conviction, if any	<input type="checkbox"/>
9	Photocopies of documents showing after-action review/ performance appraisal <i>(Applicable for Clean Mark Gold Award Only)</i>	<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 http://www.nea.gov.sg/docs/default-source/public-health/Cleaning-Industry/EAS/eas-excel.xlsx and to be submitted to NEA_Cleaninglicence@nea.gov.sg)</i>	<input type="checkbox"/>
12	Photocopies of statement from the bank to prove that cleaners' wages are paid through GIRO	<input type="checkbox"/>
13	Photocopies of signed written employment contract/ letter of employment	<input type="checkbox"/>
14	Photocopies of latest three (3) months' salary statements with detailed breakdown of pay	<input type="checkbox"/>
15	Photocopies of documents showing incentives and bonuses, if not stated in the salary statements <i>(Applicable for Clean Mark Gold Award Only)</i>	<input type="checkbox"/>

SECTION A – APPLICATION FOR CLEANING BUSINESS LICENCE

[Part IXA of the Environmental Public Health Act]

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)		
<i>Please attach the latest copy of your ACRA Business Profile <u>or</u> Annual Return.</i>		
1.2	Particulars of Business	
Name of Cleaning Business (as registered under ACRA/ ROS):		
Unique Entity Number (UEN ¹) Reference:		
Office Contact No.:		Fax No.: (if any):
Registered Address:		
Mailing Address (<i>if different from the above</i>):		
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.:		Handphone 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.		

¹ Formally known as the ACRA registration number.

PART 2 - TRACK RECORD

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 satisfy this requirement, 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:			
Type of Project: <input type="checkbox"/> Government <input type="checkbox"/> Private		Cleaning Subsector: <input type="checkbox"/> CO Office and Commercial Buildings <input type="checkbox"/> FB Food and Beverage Establishments <input type="checkbox"/> CSV Conservancy	
Contract Status: <input type="checkbox"/> On-going <input type="checkbox"/> Completed			
Contract Start Date:		Contract End Date:	
Annual Contract Sum (SGD):		Cleaners Engaged for this Contract:	
		No. of Resident ² Cleaners: _____	
Total Contract Sum (SGD):		No. of Foreign Cleaners: _____	
<i>Please attach a copy of the Letter of Acceptance (LOA); OR other documentary proof³ of cleaning services rendered.</i>			

² Refer to cleaners who are Singapore Citizens or Singapore Permanent Residents.

³ Examples of documentary proof of cleaning services rendered include contract letter(s), purchase invoice(s), etc.

2.2	<p>Personnel* Track Record</p> <p><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.</p> <p>Please skip this section if you have completed Item 2.1.</p> <p>* Personnel must be a full-time employee of the cleaning business.</p>	
Please fill in Section I <u>or</u> II, where applicable.		
<p>Section I</p> <p>Completed the following 2 modules under the WSQ⁴ Advanced Certificate in Environmental Cleaning:</p> <p>a. Supervise Service Operations</p> <p>b. Demonstrate & Apply Understanding of Cleaning Methods & Processes</p>		
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.:		Handphone No.:
Email Address:		
<p><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></p>		
<p>Section II</p> <p>Has no less than 2 years of practical experience in supervising cleaning work.</p>		
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.:		Handphone No.:
Email Address:		
<p><i>Please attach a copy of personnel's current employment contract <u>and</u> documentary proof⁵ to show no less than 2 years of practical experience in supervising cleaning work.</i></p>		

⁴ 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.

⁵ 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 <http://www.nea.gov.sg/docs/default-source/public-health/Cleaning-Industry/EAS/eas-excel.xlsx>. A sample of the Cleaner(s)' Information is appended below for your reference:

3.1 Breakdown of Cleaning Workforce (by designation)															
Cleaners refer to the cleaning workforce, i.e. cleaners, team leaders and supervisors, working full-time, part-time or on a casual basis. Please refer to the Environmental Public Health Act (EPHA) for the complete definition.															
Total No. of Cleaner(s): _____			Total No. of Team Leader(s): _____			Total No. of Supervisor (s): _____									
3.2 Cleaner(s)' Information															
Please fill in the details of all cleaners engaged by your cleaning business.															
S/N	Name of Cleaner	NRIC No./ FIN	Work Permit	Resident / Foreign	Nationality	Gender M / F	Date of Birth (dd-mm-yyyy)	Cleaning Sub-Sector	Job Title	Team Leader?	Type of Employment	Contractual working hours per week (Hr.)	Monthly Basic Wage ⁷ (SGD)	Date of Employment (dd-mmm-yyyy)	Trained in any one module under the WSQ EC framework or others ⁸
	(As in NRIC/ FIN)		(Fill in only if foreigner does not have FIN)	Resident = Singapore Citizens/ PR		M = Male F = Female		CO / FB / CSV CO = Office & Commercial FB = Food & Beverage Establishments CSV = Conservancy	SUP / TD / MD / MS / OH / DW / TB / G SUP = Supervisor TD = Truck Driver (Class 4/5) MD = Mechanical Driver MS = Multi-skilled cum Machine Operator/ Refuse Collector (CSV) OH = Outdoor/ Healthcare Cleaners DW = Dishwasher/ Refuse Collector TB = Table-Top G = General/ Indoor	(Select "Yes" option only if the Cleaner is a Team Leader. Else leave it blank)	Full-time/ Part-time/ ⁶ Casual	(Working Hours should not exceed 44)		(Select "Yes" option only if the Cleaner is a Team Leader. Else leave it blank)	
E.g.	Sandra Lee		0 12345678	Foreign	Malaysian	M	01-Jan-1966	CO	SUP		Full-time	44.0	\$1,800.00	01-Jun-2011	Yes
E.g.	Rita Fadjarai	G1234567A		Foreign	Indonesian	F	05-Jun-1965	FB	TB		Casual			01-Nov-2011	
E.g.	Tan Ah Kow	S1234567A		Resident	Singaporean	M	31-Dec-1950	CO	G	Yes	Part-Time	33.5	\$800.00	01-Dec-2010	Yes

⁶ As stipulated under the Employment (Part-Time Employees) Regulations in the Employment Act, a part-time employee is an employee who is required under his contract of service with an employer to work for less than 35 hours a week.

⁷ Basic wage means wage calculated at the basic rate of pay for one month, and does not include overtime pay, bonuses or annual wage supplements, reimbursements, productivity incentive payments and any other allowance however described.

⁸ ITE Skills Certificate (ISC) in Housekeeping Operations (Health Care).

PART 4 - PROGRESSIVE WAGE PLAN

Under the Environmental Public Health Act, 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.

A progressive wage plan should demonstrate a clear wage-skill and career progression pathway for cleaners. The wage levels in the plan should reflect the seniority, responsibilities, cleaning work experience and training received by the cleaners, and should be no less than the wage levels specified in the prevailing order by the Commissioner for Labour (“Commissioner”) shown at <http://www.mom.gov.sg/~media/mom/documents/employment-practices/order-by-commissioner-for-labour.pdf> or at <http://www.mom.gov.sg/employment-practices/progressive-wage-model/cleaning-sector>. The wage levels stated in cleaners’ employment contracts should also be no less than the wage levels declared in this progressive wage plan.

Please declare in the diagrams below your cleaning business’ progressive wage plan for cleaners, specifying the corresponding monthly basic wage levels for the various cleaner job designations. Please provide information for each of the sub-sectors applicable to your cleaning services. **“N.A.” is required for areas that are not applicable.**

If your cleaning business’ job designations differ from those reflected in the prevailing order by the Commissioner, please also reflect below the corresponding job designations that your company uses for each of the cleaner classes.

Progressive Wage Plan		
Group 1: Office & Commercial Cleaners	Group 2: F&B Establishment	Group 3: Conservancy
		Truck Drivers (Class 4/5): ≥ \$ _____
		↑
Supervisor: ≥ \$ _____	Supervisor: ≥ \$ _____	Supervisor / Mechanical Drivers ≥ \$ _____
↑	↑	↑
Multi-Skilled Cleaners cum Machine Operator: ≥ \$ _____	Multi-Skilled Cleaners cum Machine Operator: ≥ \$ _____	Multi-Skilled Cleaners cum Machine Operator / Refuse Collector: ≥ \$ _____
↑	↑	↑
Outdoor Cleaners / Healthcare Cleaners: ≥ \$ _____	Dishwasher / Refuse Collector: ≥ \$ _____	General Cleaners: ≥ \$ _____
↑	↑	
General / Indoor Cleaners: ≥ \$ _____	Table-top Cleaners: ≥ \$ _____	
	↑	
	General Cleaners: ≥ \$ _____	

PART 5 - CONDITIONS OF CLEANING BUSINESS LICENCE

1. The licence is issued in accordance with and subject to the Environmental Public Health Act (Chapter 95) 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. The licence is issued on condition that the licensee takes all actions, fulfils all requirements stated herein the 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 IXA of the Environmental Public Health Act (Chapter 95), 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 IXA of the Environmental Public Health Act (Chapter 95), 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 restrictions or conditions imposed by the Director-General;
 - b. Upon contravention of any of the provisions or requirements under Part IXA of the Environmental Public Health Act (Chapter 95) 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 IXA of the Environmental Public Health Act (Chapter 95) or Part III of the Employment Act 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. The 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 and throughout the licence period, at least 50% of the cleaners must be trained in any module under the Environmental Cleaning (EC) Workforce Skills Qualifications (WSQ) framework or the Institute of Technical Education (ITE) Skills Certificate course in Housekeeping Operations (Healthcare).
 - At the point of licence renewal and throughout the licence period, 100% of the cleaners are to be trained;
 - Does not include cleaners who are employed for less than 3 months as at the date of licence application or licence renewal.

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; and
 - b. 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 6 - 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.</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.</p> <p>NEA collects personal information to carry out its various functions and duties under the National Environment Agency Act (Cap. 195) 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>	<p>_____ Company Stamp</p>

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Please complete Section B ONLY if cleaning business is applying for the Enhanced Clean Mark Accreditation Scheme (on top of the cleaning business licence). If not, please leave it blank.

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.:	Handphone 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><i>(Applicable for Clean Mark Gold Award Only)</i></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>Photocopies of the latest audited Balance Sheet and Profit & Loss Statement.</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>
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>No supporting documents required. NEA will confirm with MOM.</i></p>
3.1.5	<p>Attained at least bizSAFE⁹ Level 1 certification. (For Clean Mark <u>Silver</u> Award)</p> <p>OR</p> <p>Attained at least bizSAFE Level 3 certification. (For Clean Mark <u>Gold</u> Award)</p> <p><i>Please provide the following information:</i></p> <p><i>Level of bizSAFE certification:</i> _____</p> <p><i>Expiry date of certification (dd/mm/yyyy):</i> _____</p>
3.1.6	<p>Attained ISO 9001 certification.</p> <p><i>(Applicable for Clean Mark Gold Award Only)</i></p> <p><i>Please provide the following information:</i></p> <p><i>Expiry date of certification (dd/mm/yyyy):</i> _____</p>
3.2	Environmental Health and Cleanliness Standards

⁹ For more information on the bizSAFE programme, please refer to the Workplace Safety and Health Council website at <https://www.wshc.sg/wps/portal/bizSAFE?openMenu=2>.

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>
	<p><i>Photocopies 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 uniform ii. Appropriate 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>
	<p>a. <i>Photographs of one cleaner, one team leader and one supervisor:</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 documents¹⁰ are to be submitted within six (6) months upon the accreditation award.</i></p>

¹⁰ 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 forms¹¹. (For Clean Mark <u>Silver</u> Award)</p> <p>OR</p> <p>Average of 75 points and above from the Clients' assessment forms. (For Clean Mark <u>Gold</u> Award)</p> <table border="1" data-bbox="345 625 1312 779"> <thead> <tr> <th>No. of cleaning contracts</th> <th>No. of assessment forms to be submitted</th> </tr> </thead> <tbody> <tr> <td>≤ 10</td> <td>2 contracts with the highest contract sum</td> </tr> <tr> <td>> 10</td> <td>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 contracts¹². The forms are available on the NEA website at http://www.nea.gov.sg/docs/default-source/public-health/Cleaning-Industry/EAS/eas-excel.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						

¹¹ Cleaning business is required to submit Clients' assessment forms for contracts that have been on-going for at least three (3) months.

¹² Cleaning business is required to: (1) declare all their current cleaning contracts and the number of cleaners serving each of the contracts, and (2) inform NEA as and when new cleaning contracts are acquired.

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>For Clean Mark <u>Silver</u> Award, at least:</p> <ul style="list-style-type: none"> - 50% of its cleaners trained in any two modules under the WSQ Certificate in Environmental Cleaning or higher - 50% of its team leaders trained in any two modules under the WSQ Higher Certificate in Environmental Cleaning or higher - 50% of its supervisors trained in any two modules under the WSQ Advanced Certificate in Environmental Cleaning <p>OR</p> <p>For Clean Mark <u>Gold</u> Award, at least:</p> <ul style="list-style-type: none"> - 75% of its cleaners trained in any two modules under the WSQ Certificate in Environmental Cleaning or higher - 75% of its team leaders trained in any two modules under the WSQ Higher Certificate in Environmental Cleaning or higher - 75% of its supervisors trained in any two modules under the WSQ Advanced Certificate in Environmental Cleaning <p><i>Soft copy (in Excel format) of the information on cleaners. The form is available on the NEA website at http://www.nea.gov.sg/docs/default-source/public-health/Cleaning-Industry/EAS/eas-excel.xlsx.</i></p> <p>(Note: Please note that NEA will refer to the soft copy submitted in Part 3 – Cleaner(s) Information under the application for Cleaning Business Licence.)</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> <p><i>Statement from the bank to prove that cleaners' wages are paid through GIRO.</i></p> <p><i>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.</i></p>

3.4	Training, Quality of Manpower and General Working Conditions
3.4.3	<p>Cleaners are given basic statutory benefits¹³ 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 <p><i>Photocopies of the following documents for one cleaner, one team leader and one supervisor:</i></p> <ul style="list-style-type: none"> i. <i>Signed written employment contract/ letter of employment.</i> <p><i>The employment contract/ letter of employment should include the basic statutory benefits stated in the above criterion.</i></p> <p>AND</p> <ul style="list-style-type: none"> ii. <i>Latest three (3) months of salary statement with detailed breakdown of pay including all overtime payments, allowances, reimbursements, etc.</i>
3.4.4	<p>Cleaners' performances are recognized with incentives and bonuses.</p> <p>(Applicable for Clean Mark Gold Award Only)</p> <p><i>Photocopies of itemized salary statement showing wage components such as Annual Variable Component, Monthly Variable Component, Annual Wage Bonus and any other payouts.</i></p>

¹³ For more information on the basic statutory benefits for cleaners, please refer to MOM website at <http://www.mom.gov.sg/profile-gateways/Pages/employee.aspx>.

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) will conduct assessments based on the accreditation criteria. On-site checks will 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 shall last for one year. 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 (Cap. 195) 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)]		
<p>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 as a Clean Mark Silver/ Gold (to delete accordingly) cleaning company under the Enhanced Clean Mark Accreditation Scheme.</p> <p>We declare that:</p> <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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. 		
<p>_____ Signature of Applicant (Authorised Personnel)</p>	<p>_____ Date (dd/mm/yyyy)</p>	<p>_____ Company Stamp</p>

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 IXA of the Environmental Public Health Act 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)

*** 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) refer 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 (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):		
Name of Cleaning Contractor:		
Name of Cleaning Sub-contractor (if applicable):		
Contract Sum, \$ (entire contract period):	Contract Commencement Date (dd/mm/yyyy):	Contract Completion Date (dd/mm/yyyy):

Performance Assessment Criteria	Multiplier Factor (a)	Performance Factor (b) (Between 0 to 10)	Performance Score (a) × (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	:
Company Stamp	:
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	:
Company Stamp	:
Signature	:
Date	:

SAMPLE OF GIRO OPT-OUT FORM
(To be printed on contractor's 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	: _____
		Company Stamp	: _____
		Date	: _____

* To delete accordingly