

CONDITIONS OF CLEANING BUSINESS LICENCE

1. The holder of a cleaning business licence (referred to as a licensee) must keep all of the following records in relation to the licensee's cleaning business:
 - a) a copy of every cleaning contract entered into (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.

2. 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.

3. The licensee must keep training records for each cleaner (for as long as the cleaner is employed by the licensee) containing all of the following particulars:
 - a) cleaner's 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.

4. 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.

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

6. For every contract of service entered into between the licensee and a cleaner who is a citizen or permanent resident of Singapore, the contract must:
 - a) provide for a basic wage that is **not less** than the amount specified in the order by the Commissioner for Labour, for the class of cleaners to which that cleaner belongs; and
 - b) be consistent with the progressive wage plan.
7. 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.
8. 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).
9. 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".
10. Licensees must not engage unlicensed cleaning businesses to provide cleaning work on premises or any public places that are not owned, occupied or managed by the licensee.