

Could This Happen to Your Business?

These enforcement cases show why regular self-checks matter.

Case 1: Operating Without a Valid Cleaning Business Licence (CBL)



- **Convicted in court and fined**
- **Service Buyer enforced**

NEA's investigations revealed that Company A had been operating without a valid CBL after failing to renew its licence due to administrative oversight. Company A was convicted in court and fined for operating without a valid licence. NEA also enforced against A's service buyer for engaging an unlicensed cleaning business.

Case 2: Progressive Wage Model (PWM) Non-Compliance



- **Financial Penalties issued**
- **CBL revoked due to non-payment of Financial Penalties**

NEA's audit of Company B found that it had underpaid PWM wages to several cleaners. Financial penalties were issued to Company B, and CBL was subsequently revoked as B failed to make payment despite reminders.

NON-COMPLIANCE WILL COST YOUR COMPANY



REGULATORY & FINANCIAL CONSEQUENCES

- Court conviction
- Fines and financial penalties
- Licence suspension or revocation
- Licence may not be renewed



BUSINESS DISRUPTION

- Disruption to cleaning service operations
- Time and resources spent rectifying non-compliance



COMMERCIAL & REPUTATIONAL IMPACT

- Potential loss of existing or future contracts
- Damage to business reputation and customer trust
- Ineligible for Class 1 licence



PROTECT YOUR BUSINESS - TAKE ACTION

Make these self-checks part of your routine to stay compliant.

1 VERIFY LICENCE VALIDITY



Ensure your CBL remains valid. You can renew your licence up to 12 months before it expires.

2 REVIEW PAYROLL REGULARLY



Ensure your cleaners are correctly classified based on their job roles and paid the applicable PWM wages.

3 REVIEW TRAINING REQUIREMENTS OF CLEANERS REGULARLY



Maintain training records and ensure cleaners are trained promptly.

4 KEEP RECORDS UP TO DATE



Maintain accurate and complete records (e.g. contracts, payslips and training records).

Not sure if you are compliant? Check now. It's quick and could save you more than you think.

RESOURCES



Licence Renewal



PWM



Training



CBL Announcements