**Environmental Sanitation Programme for Coffeeshops**

Owners or operators of Coffeeshops 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 Coffeeshops 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); 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 tray 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 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**: e.g Ping Coffeeshop  **Name of Premises Manager***: XXXX, Director/ Licensee*  **Name of Environmental Control Coordinator***: XXXX, Operation Supervisor*  **Updated as of*:***  *DD/MM/YYYY( e.g. 01/03/2022)* | |
| **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** |

| **Public Facing Areas** | **Surface/ fixture** | **Routine** | **Periodic** |
| --- | --- | --- | --- |
| *Outlet Interior (General areas, including payment station)* | *Floors* | *Clean and disinfect daily. 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*. |
| *Windows (if applicable)* | *Clean weekly. Disinfect where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *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, TV and speaker box*  *(if applicable)* | *Clean every fortnight where possible, if not, quarterly for wall fans.* | *Thorough cleaning and disinfection every quarter.* |
| *Lighting, directional and information signs, notice boards*  *(if applicable)* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Food Serving Counter table*  *(if applicable)* | *Clean and disinfect daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Door knobs/*  *buttons and latches*  *(e.g. Main entrance door, kitchen door, storage area)* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Gully strainers and gully traps, scupper drains* | *Clean daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Refuse bins – in kitchen and 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.* |
| *Food Menu/Self Service Kiosks or equivalent (if applicable)* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Refreshment/ Dining areas*  *(regardless of indoor/ outdoor, including full-service bar top area if applicable)*  *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*  *Final round of table cleaning and disinfection to be conducted at the end of daily operations* | *Tabletops include underneath side of tables* | *Clean and disinfect tabletop daily. Spot clean where necessary.*  *To be promptly cleared of crockery.*  *Thoroughly clean and disinfect underneath of tables monthly.* | *Thorough cleaning and disinfection every quarter.* |
| *Seats include underneath side of the seats (Example: chairs, benches, stools, child seat/booster seat)* | *Clean and disinfect seat surfaces daily. Spot clean where necessary.*  *Thoroughly clean and disinfect underneath of seats monthly.* | *Thorough cleaning and disinfection every quarter.* |
| *Big outdoor umbrellas over tabletops (if applicable)* | *-* | *Clean any debris every quarter.* |
| *Floor (in the dining/ refreshment area)* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Walls/pillars (in the dining/ refreshment area)* | *Inspect every week. Spot clean to head level where necessary.* | *Thorough cleaning and disinfection every quarter for entire walls and pillars.* |
| *Tray return stations/racks/*  *trolleys (if applicable)* | *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Countertops/*  *shelves/trolley* | *Clean and disinfect daily.*  *To be promptly cleared of crockery/*  *disposables and food scraps*  */tissue/wet wipes.* | *Thorough cleaning and disinfection every quarter.* |
| *Refuse holding areas- food waste bins/pedal 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.* |
| *Trays* | *Clean with detergent daily.* | *Thorough cleaning and disinfection every quarter.* |
| *Hand wash basin area*  *(if applicable)* | *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Vanity tops/hand wash basin* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Check for chokage in basin every quarter.* |
| *Mirrors*  *(if applicable)* | *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.* |
| *Toilets / Accessible toilets (if applicable)* | *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/*  *wall tiles.* |
| *Glass panels/windows* | *Clean weekly. Disinfect where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Ceiling/ diffuser/ exhaust fan* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Piping* | *Clean every fortnight.* | *Thorough cleaning and disinfection every quarter.* |
| *Fans* | *Clean every fortnight where possible, if not, quarterly for wall fans.* | *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.* |
| *Bin/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.* |
| *Door knobs and latches* | *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.* |
| *Wash hand basins/vanity tops* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Check for chokage in basin every quarter.* |
| *Urinals and toilet bowls including cover/squat pans* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Diaper changing station (if applicable)* | *Clean and disinfect thrice daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Gully strainers and gully traps, scupper drains* | *Clean daily.* | *Thorough cleaning and disinfection every quarter.* |

| **Back-of-House Areas** | **Surface/ fixture** | **Routine** | **Periodic** |
| --- | --- | --- | --- |
| *Office/Store Rooms/ Staff Rest Areas*  *(if applicable)* | *Floors* | *Clean and disinfect daily. Spot clean where necessary.* | *Thorough cleaning and disinfection every quarter.* |
| *Ceilings/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.* |
| *Centralised Washing Area*  *(if applicable)* | *Floor* | *Clean and disinfect daily. 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 (if applicable)* | *Clean every fortnight where possible, if not, quarterly for wall fans.* | *Thorough cleaning and disinfection every quarter.* |
| *Sinks* | *Clean and disinfect daily. Spot clean where necessary.* | *Check for chokage 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.* |

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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, ceiling fans (for out-of-reach fans), 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 check. Inspection records should have the record of areas checked daily]* | | | |
| *Day* | *Areas to be checked* | | |
| *1* | *Toilets , tray Return station* | | |
| *2* | *Dining area, wash hand basin* | | |
| *3* | *Toilets , outlet interior, tray return station* | | |
| *… 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 | | |
| Tabletop cleaning | ( √ ) 2-cloth tabletop cleaning is practised.  ( √ ) Table cloths are washed regularly, and water in pail for rinsing cloth is changed regularly. | | |
| 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*  *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 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 June 2022, 3 September 2022, 3 December 2022 (example)* | | |
| Additional checks required: | **Areas** | | **Date** |
| *Vacant Stalls* | | *7 April 2022 (once every 2 weeks or monthly for next 6 months)* |
| *False Ceiling* | | *7 April 2022 (once every 2 weeks or monthly for next 6 months)* |
| *Bin Centres* | | *7 April 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 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)>



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)