**Environmental Sanitation Programme (ESP) for Specified Shopping Malls**

**1 Environmental Sanitation Programme (ESP)**

Premises Managers (PM) of the specified shopping malls should refer to the following sample format to draw up and execute an Environmental Sanitation Programme (ESP). The ESP shall be **submitted to NEA within 1 month** from commencement of Environmental Sanitation (ES) regime for the sector or commencement of operations of new specified premises.

The details of the inventory of areas to be cleaned and disinfected and frequencies of cleaning and disinfection detailed in the **Sample Format** below are to be followed accordingly. The list is non-exhaustive, and you should include other areas in your premises[[1]](#footnote-2) 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-3) 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-4).

PMs are required to conduct **(i) routine cleaning and disinfection operations and (ii) thorough periodic cleaning and disinfection operations** of theinventory of areas within the shopping mall, and in accordance with the risk profile of these areas. **Thorough periodic cleaning operations should be conducted at least once every 6 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 inspected and cleaned at least once a year. Inspections on cleanliness shall be conducted shortly after cleaning. Cleaners shall be trained and provided with the appropriate PPE, cleaning equipment and disinfectant for their work. Toilet amenities must be clean and in good working condition.

PMs may refer to **Table 1**, which take reference to Guidelines3, to stratify the surfaces and fixtures within the shopping malls according to their risk profiles. PMs should also highlight for inclusion salient areas not presently incorporated into the sector-specific ESP template (if necessary).

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**Table 1: Stratification of risk profiles and the required cleaning and disinfection frequencies**

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| **Risk Profile** | **Explanation of Risk Profile** | **Cleaning and Disinfection Required** |
| High | Areas, surfaces and fixtures are considered to have a high-risk profile if there is **high** level of the following factors:* Potential for exposure (high-touch surfaces with frequent contact with hands);
* Accessibility to the vulnerable groups (those with poor immunity, young or old age);
* Probability of contamination with pathogens (routinely exposed to large amounts of bodily fluids or food preparation activities or likelihood of pest infestation).

Examples include toilets, handrails, furniture utilised by shoppers, and children play areas. | Surfaces and fixtures with high risk profiles will require more frequent and/or intensive cleaning and disinfection operations to achieve the ES outcomes. |
| Medium | Areas, Surfaces and fixtures are considered to have a medium risk profile if there is **moderate** level of the aforementioned factors. Examples include bin centres and loading and unloading bays. | Surfaces and fixtures with medium risk profiles may require regular cleaning and disinfection operations to achieve the ES outcomes. |
| Low | Areas, Surfaces and fixtures are considered to have a low risk profile if there is **minimal** level of the aforementioned factors.Examples include ceilings and walls. | Surfaces and fixtures with low risk profiles may require less frequent and/or less intensive cleaning and disinfection operations to achieve the ES outcomes. |

PMs are also required to engage registered Vector Control Operators (VCOs) to **conduct comprehensive pest management surveys, at least once every 6 months.** The survey shall include:

1. Thorough survey of key areas;
2. Determine any pest harbourage areas;
3. Identify causes of pest infestation and propose mitigating measures:
	* Identify infrastructural defects to be repaired promptly to remove pest entry and harbourage areas;
	* Identify any gaps in refuse management and housekeeping, which create favourable conditions for pest propagation; and
4. Recommend effective treatment methods to resolve pest issues (if any).

**2 Environmental Sanitation Outcomes**

Through the implementation of the ESP, Premises Managers (PM) of the specified shopping malls shall achieve the following environmental sanitation outcomes:

1. **Premises are clean and relatively free of visible litter, stain, environmental waste, spillage and soilage;**
2. **No significant vector issues within the premises at any time.**

PMs are to ensure that the desired outcomes as listed above are generally met over the course of daily operation. Please find below a brief description of cleanliness indicators.

**Table 2: Cleanliness indicators**

| **Indicators** | **Description** |
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| 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 rats, 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 stains, bodily fluids, excretion, water/smear stains, finger marks, loose debris, and left behind food and beverage |

**Environmental Sanitation Programme (ESP) Template**

*Please fill up the fields in the template below to complete the ESP. Should your premises have additional areas that are not captured by the template, please insert additional row(s), where required, and indicate the routine and periodic frequency for cleaning and disinfection based on the guidelines stipulated in Table 1. For areas not applicable to your premises, please indicate “NA” in the columns for routine and periodic frequency.*

*Kindly note that the indicated frequencies in the template represent the mandatory baseline requirements. The frequency for cleaning and disinfection for your premises must minimally meet or be higher than the frequencies stated in the template.*

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| **Premises Name**:  | *ABC Shopping Mall* |
| **Identity/Name of Premises Manager (PM)***:* | *Lee Ah Hock, General Manager* |
| **Name of Environmental Control Officer (Specified Premises)***:*  | *Tan Ah Seng, Operations Manager* |
| **Updated as of*:***  | *DD/MM/YYYY (e.g. 23/12/2021)* |

**A. Cleaning and Disinfection Plan**

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| **Scope and Frequency of Cleaning and Disinfection** |
| **Name of Cleaning Contractor (if applicable):**  | *XYZ Cleaning Pte. Ltd.* |
| **Cleaning Contractor NEA Licence No. (if applicable):** | *NEA123456/1234A/A01* |
| **Period of contract (if applicable):** | *1 Jan 2022 – 31 Dec 2023* |

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| **Public Facing Areas** | **Surfaces and Fixtures**(Areas that are managed by the mall management) | **Risk Profile** | **Routine frequency**(Spot cleaning shall be required as and when necessary) | **Periodic frequency** |
| ***Circulation Areas accessible by shoppers****(Circulation Area consists of aisles, walkways, entrances, exits, foyers, pick-up and drop-off points, Designated Smoking Areas, and space required for access to stairs and toilets.)* | *Handrails, including that of escalators, travellators and stairs**Accessible Signages and Directories (e.g. touch-screen display panels)**Furniture and Fittings (e.g. doors, handphone charging points, ATMs, concierge counters, customer service counters and seats)* | *High* | *High-touch surfaces shall be cleaned and disinfected at least thrice daily.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 3 months.* |
| *Children\* Play Areas and Children Rides* *\*Children are immuno-vulnerable, and precaution should be taken to prevent spread of public health diseases in small, enclosed areas.* | *High* | *High-touch surfaces shall be cleaned and disinfected at least twice daily.*  | *All surfaces shall be thoroughly cleaned and disinfected at least once every month.* |
| *Floors, Tiles, Skirtings and Steps of Staircases* | *Low* | *Frequently accessed areas shall be cleaned at least once daily, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.* |
| *Walls, Partitions, Glass Panels, Windows, and Mirrors* | *Low* | *Frequently accessed and reachable areas shall be cleaned at least once weekly, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.* |
| *Planter Boxes, Turf Areas, Drains and Gutters* | *Low* | *Remove litter and debris daily and ensure there are no stagnant water and mosquito breeding.* | *Clean and flush drains and gutters at least once every 6 months.* |
| *Ceilings Fixtures (e.g. aircon diffusers, air vents, air grilles, service pipes, ducts and signages)* | *Low* | *-* | *Reachable ceiling fixtures shall be thoroughly cleaned and disinfected at least once every 6 months.*  |
| ***Escalators and*** ***Travellators*** | *Landings, Steps and Balustrades* | *Low* | *Clean at least once daily, including disinfection where necessary.* | *-* |
| ***Carparks*** | *Doors, Carpark Gantry Machines and Top-up Cash Card Machines* | *High* | *High-touch surfaces shall be cleaned and disinfected at least thrice daily.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 3 months.* |
| *Floors, Drains and Gutters* | *Low* | *Remove litter and debris daily and ensure there are no stagnant water and mosquito breeding.* | *Floors shall be thoroughly cleaned and disinfected at least once every 6 months.* *Drains and gutters shall be cleaned and flushed at least once every 6 months.* |
| *Please include other areas not captured by the template.*  |  |  |  |  |

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| **Public Facing & Back-of-House Areas** | **Surfaces and Fixtures**(Areas that are managed by the mall management) | **Risk Profile** | **Routine frequency**(Spot cleaning shall be required as and when necessary) | **Periodic frequency** |
| ***Lift Lobbies and Lift Cars in Public and Back-of-House Areas*** | *Button Panels and Handrails* | *High* | *Clean and disinfect at least thrice daily.* | *-* |
| *Floors and Walls* | *Low* | *Reachable areas shall be cleaned at least once daily, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.* |
| ***Public and*** ***Staff Toilets and Nursing Rooms*** | *Urinals and Cubicles, including door handles, toilet bowls, covers, flush panels, toilet paper dispensers and grab bars**Wash Hand Basins, including taps, vanity tops and soap dispensers**Diaper Changing Stations**Furniture and Fittings in Nursing Rooms* | *High* | *Clean and disinfect thrice at least daily.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 3 months*. |
| *Floors, Tiles and Skirtings* | *Medium* | *Clean at least twice daily, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.* |
| *Walls, Partitions, Glass Panels, Windows and Mirrors* | *Low* | *Reachable areas shall be cleaned at least once daily, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.* |
| *Ceiling Fixtures (e.g. aircon diffusers, air vents, air grilles, service pipes, ducts and signages)* | *Low* | *-* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.*  |
| ***Bins*** | *Trash bins, Recycling bins and Sanitary bins*  | *Medium* | *Clean and disinfect the exterior of bin at least once daily. Clear the bin and replace the plastic lining at least once daily. Clear the bin whenever ¾ full.* | *Check for damages which cause leakage at least once every 3 months.* *Thoroughly wash bins to remove scum at least once every 3 months.* |
| *Please include other areas not captured by the template.*  |  |  |  |  |

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| **Back-of-House Areas** | **Surfaces and Fixtures**(Areas that are managed by the mall management) | **Risk Profile** | **Routine frequency**(Spot cleaning shall be required as and when necessary) | **Periodic frequency** |
| ***Bin Centres, Bin-holding Areas, Recyclables Collection Points and Loading/Unloading Bay*** | *Collection Bins, Compactor Bins and Transit Bins* | *Medium* | *Wash bins at least once daily and clear as and when it is full.* | *Check for damages which cause leakage at least once every 3 months.* *Thoroughly wash bins to remove scum at least once every 3 months.* |
| *Doors and Floors* | *Medium* | *Clean at least once daily, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 3 months* |
| *Walls and Roller Shutters* | *Low* | *Reachable areas shall be cleaned at least once weekly, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 3 months* |
| ***Staff Rest Areas, Management Offices and Meeting Rooms*** | *Floors, Furniture and Fittings (e.g. doors and shared amenities i.e. pantries and discussion tables)* | *Low* | *Floor and all shared amenities shall be cleaned at least once daily, including disinfection where necessary.* | *All surfaces shall be thoroughly cleaned and disinfected at least once every 6 months.* |
| *Please include other areas not captured by the template.* |  |  |  |  |

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| **Surfaces and Fixtures that require annual cleaning/maintenance** |
| **Surface and Fixture** | **Frequency of cleaning/maintenance** |
| *Ceilings Fixtures (e.g. aircon diffusers, air vents, air grilles, service pipes, ducts and signages)* | * *Areas that require specialised equipment such as boom lift and scaffolding shall be inspected and cleaned at least once a year.*
* *Disinfect where there are excrements (e.g. bird droppings)*
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| **Inspection on Cleanliness** (*Inspections on cleanliness to be conducted shortly after cleaning.)* ***Please file the completed inspection records for audit purposes. (Refer to Appendix in Code of Practice)*** |
| **I declare the following (Please check the checkbox):** |
| ( [ ]  ) *Minimally 10% of the inventory of areas will be visually inspected daily and after each periodic operation. The areas inspected will be rotated daily to ensure total coverage.*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 on 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). |

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| **Manpower, Equipment and Toilet Amenities*****The Standard Operating Procedure (SOP) for proper cleaning and disinfection procedures (including incidents of bodily discharge) has to be filed. (Refer to Appendix in Code of Practice)*** |
| **I declare the following (Please check the checkboxes):** |
| Manpower | ( [ ]  ) Cleaners are trained in their areas of work i.e. general cleaning, toilet cleaning, and table top cleaning, including proper dilution of cleaning agents and use of equipment/tools. |
| Equipment and cleaning agents | ( [ ]  ) 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 guide on cleaning procedures and washroom cleaning procedures on 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 could be made to the Environmental Sanitation for High-Risk Non-Healthcare Premises in Singapore Technical Guide.( ☐ ) Clutter/stored goods are to be shifted/removed so that proper cleaning and disinfection can be carried out. |
| 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. |

**B. Pest Management Plan**

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| **Pest Management*****Please file the comprehensive pest management survey records, pest management contract (if any)* and *routine pest control service report(s) (if any). (Refer to Appendix in Code of Practice)*** |
| **Name of Vector Control Operator*:*** | *123 Pests Away Pte. Ltd.*  |
| **Vector Control Operator UEN:** | *A123456B* |
| **Period of contract (if applicable):** | *1 Jan 2020 – 31 Dec 2021* |
| **I declare the following (Please check the checkboxes):** |
| ( [ ]  ) Comprehensive pest management survey is conducted at least once every 6 months. The survey template, to be completed and filed for audit purposes, can be referenced from the Appendix in the Code of Practice for ECO(SP).( [ ]  ) No unregistered vector control operator, unlicensed vector control technicians or uncertified vector control workers shall be engaged.( [ ]  ) Premises is well-kept and maintained to ensure no mosquito breeding or harbourage of other vectors.* No stagnant water in premises.
* No signs of mosquitoes, rats, cockroaches or flies infestations.
* Proper handling and disposal of waste (especially trade waste).
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**C. Declaration**

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| ( [ ]  ) By submitting this form, I confirm that the information provided in the ESP is true and correct. This ESP is prepared by:

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| --- | --- |
| Tan Ah Seng,  | Tan Ah Seng  |
| (Name and Reg. No. of ECO(SP))  | (Signature of ECO(SP)) |
| and submitted by;  |  |
| Lee Ah Hock,  | Lee Ah Hock  |
| (Identity/Name of Premises Manager; please also provide last 3 digits + alphabet of NRIC for personnel or UEN for company) | (Name of Premises Manager)  |

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Note:

* The Singapore Standards on Cleaning provides 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 provides a reference on the quality benchmarks for visual inspection. Readers may also refer to the sample inspection checklist and plan available in 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 NEA’s website at <https://www.nea.gov.sg/our-services/pest-control/>



* The outsourced cleaning contractor(s) and vector control operator(s) must have the relevant licences/registration required for operation.
* Premises Managers (PMs) and Environmental Control Officers (ECOs) should refer to the NEA’s Code of Practice for ECO(SP)s for the roles and responsibilities of the ECO(SP) 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-2)
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-3)
3. Guidelines refer to the Environmental Sanitation for High-Risk Non-Healthcare Premises in Singapore Technical Guide which is available on NEA’s [website](http://www.nea.gov.sg/environmental-sanitation-regime). [↑](#footnote-ref-4)