

Our Reference: NEA-PHOPD-SIPD-CIRCULAR-INFO-028

6 July 2022

Attn: Councils of Management Corporations

Dear Sir/ Madam

CLEANING BUSINESS LICENCE REQUIREMENTS FOR YOUR OUTSOURCED CLEANING SERVICE PROVIDERS

Since 2014, cleaning businesses providing general cleaning services in Singapore are required to have a valid cleaning business licence issued by the National Environment Agency (NEA). Service buyers are required, by law, to ensure that they engage licensed cleaning service providers for outsourced cleaning services conducted at their premises.

Reminder to Engage Only Licensed Cleaning Businesses

2 NEA has come across service buyers who were not aware of the legal requirement to engage only licensed cleaning businesses. These service buyers include the MCSTs. The cleaning works included cleaning services (mopping, sweeping, clearing rubbish) at residential and commercial estates (such as lifts and lift landings, outdoor compounds, car parks, corridors and offices), which are within the premises.

3 We would like to remind you to specify in the tender specifications that cleaning service providers (and sub-contractors, if applicable) are required to have a valid cleaning business licence by NEA.

4 You should also ensure that the cleaning service providers have a valid cleaning business licence before entering a contract and valid throughout the contract period. You may check if the cleaning service provider is licensed through the GoBusiness Licensing's website via **QR Code A**. For engaging an unlicensed cleaning business, one is liable to a maximum fine of \$10,000 and in the case of a continuing offence, to a further fine not exceeding \$1,000 every day.

Enhanced Training Requirement for Licensed Cleaning Businesses

5 NEA will implement an enhanced training requirement for licensed cleaning businesses to deepen their cleaners' technical knowledge and skillsets to carry out work safely and to deliver quality cleaning outcomes to service buyers.

6 By 31 December 2022, cleaning businesses licensed by NEA are required to ensure that all their cleaners, regardless of nationality and employment types, have attained the training modules listed below. Please refer to **QR Code B** for details.

- (i) One module on Workplace Safety and Health, and
- (ii) One core module on Workforce Skills Qualification.

7 We encourage you to engage your cleaning service providers to send the cleaners for training early to avoid any downtime in services.

8 For more information on the cleaning business licence, you may refer to our website via **QR Code C**. Should you have any queries, you may contact us at cic@nea.gov.sg.




Thank you.

Yours faithfully



HALMIE H MATTAR
DIRECTOR
PUBLIC HEALTH OPERATIONAL POLICY DIVISION
NATIONAL ENVIRONMENT AGENCY

List of Websites

Code No.	QR Code	Website Link
A		https://licence1.business.gov.sg/feportal/web/frontier/nea-licence-enquiry
B		https://www.nea.gov.sg/our-services/public-cleanliness/cleaning-industry/cleaning-business-licence/enhanced-training-requirement
C		https://www.nea.gov.sg/our-services/public-cleanliness/cleaning-industry/cleaning-business-licence