

SINGAPORE STANDARD

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(ICS 03.080.10)

Cleaning service industry – Cleaning performance for commercial premises

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Contents

	Page
Foreword _____	6

SPECIFICATION

1	Purpose _____	7
2	Scope _____	7
3	Definitions _____	7
4	Inventory of the premises _____	8
5	Conditions for inspection _____	8
6	Inspection criteria _____	9
7	Selection of the sample _____	10
8	Assessment _____	10
9	Compliance _____	11
10	Reporting _____	11

ANNEXES

A	Classification and inventory of premises _____	12
B	Quality benchmarks _____	14
C	Method of assessment (informative) _____	20

Foreword

This Singapore Standard was prepared by the Standards Working Committee for Review of TR 1 : 1999 under the direction of the Services Standards Committee. It replaces TR 1 : 1999.

The service providers in the cleaning industry (represented by the Environmental Management Association of Singapore 'EMAS') have collaborated with building owners and managers and professional associations in the real estate industry to introduce measures to improve their performance. This collaboration represents the symbiotic relationship and responsibility between the building owners / managers and the service providers (in-house or outsourced) to maintain and enhance the commercial value of investments and properties.

One of the measures is the development and publication of this Singapore Standard on 'Cleaning service industry – Cleaning performance for commercial premises'. This standard represents a concerted attempt to address the absence of measuring standards and systems for building owners / managers and service providers. The measuring standards and systems would serve as a platform from which both parties could move away from the traditional 'head-count' system to a 'performance-based' system. With sound measurement standards and systems in place, it is envisaged that there also would be improvements in the cleaning performance, monitoring, skills upgrades and employment benefits. Service providers and building owners and managers would at the same time be encouraged to improve productivity through the various forms of automation and mechanization, and the medium of Information Technology.

In preparing this standard, we acknowledge the use of information from NEN 2075 : 1993 'Standard measuring system for cleaning performance' and BS EN 13549 : 2001 'Cleaning services – Basic requirements and recommendations for quality measuring systems'. We also acknowledge the efforts and contributions of volunteers from EMAS, building owners and managers and professional associations in the real estate industry, as well as many others who regularly provided feedback and comments for improvement.

NOTE

1. *Singapore Standards are subject to periodic review to keep abreast of technological changes and new technical developments. The revisions of Singapore Standards are announced through the issue of either amendment slips or revised editions.*
2. *Compliance with a Singapore Standard does not exempt users from legal obligations.*