

TECHNICAL REFERENCE

Cleaning performance of retail food and beverage (F&B) premises



TR 34 : 2013
(ICS 03.080.30)

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(F&B) premises**

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ISBN 978-981-4353-93-9

First published, 2013

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Foreword

This Technical Reference was prepared by the Working Group on Cleaning Performance for Retail Food and Beverage (F&B) Premises under the direction of the Food Standards Committee (FSC). The FSC endorsed the TR on 7 May 2013.

Currently there are no standards to determine the quality of cleaning services provided by cleaning companies. As such, service buyers/operators of retail F&B premises have difficulties assessing the performance level of their cleaning contractors and/or the quality of cleaning services provided by the different service providers (different contractors) bidding for contracts. This has led to service buyers using head-count based (stipulating number of workers to be deployed) instead of performance-based contracts. As a result, service providers have little incentive to train their workers to provide quality service. The lack of training also stifles productivity in the cleaning industry and depresses wages earned by workers. The intense competition between cleaning contractors results in them undercutting and lowering tender prices. Furthermore the lack of understanding to conduct a proper assessment on the cleaning performance leads to wide variation of cleaning contracts stipulated by service buyers/operators resulting in inconsistent performance audit on the contractors.

The Technical Reference aims to create a common understanding between service buyers and providers in establishing cleaning specifications. Service buyers and/or appointed managing agents of service buyers can conduct performance audits using this Technical Reference. Service providers on the other hand are able to know the expected quality level required of them. As for management of food and beverage establishments that do not outsource their cleaning services to cleaning contractors, the Technical Reference can still be used as a guide to assess the performance of their own in-house cleaning staff.

For the purpose of developing a contract when adopting the Technical Reference, users may refer to Annex F.

This Technical Reference is not to be regarded as a Singapore Standard. This Technical Reference is made available for provisional application over a period of two years, but does not have the status of a Singapore Standard. The aim is to use the experience gained to modify the Technical Reference so that it can be adopted as a Singapore Standard. Users of the Technical Reference are invited to comment on its technical content, ease of use and any ambiguities or anomalies. These comments can be submitted using the feedback form provided at the end of the Technical Reference and will be taken into account in the review of the publication. At the end of the two years, the Technical Reference will be reviewed by the WG to discuss the comments received and to determine its suitability as a Singapore Standard. Submission for approval by the Standards Council as a Singapore Standard will be carried out only upon agreement after review.

In preparing this Technical Reference, reference was made to the following publications:

1. Audit Commission. NI 195 Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)
2. Code of Practice on Litter and Refuse (Scotland) 2006
3. SS 499 : 2002 Cleaning service industry – Cleaning performance for commercial premises
4. SS 533 : 2007 Cleaning performance for public housing estates

Acknowledgement is made for the use of information from the above publications.

Attention is drawn to the possibility that some of the elements of this Technical Reference may be the subject of patent rights. SPRING Singapore shall not be held responsible for identifying any or all of such patent rights.

Technical Reference for cleaning performance of retail food and beverage (F&B) premises

1 Scope and objective

1.1 Scope

The Technical Reference applies to the quality of cleaning services in retail F&B premises. Areas not covered in the Technical Reference include food storage and food handling/preparation areas (e.g. cold room, kitchens and food stalls).

1.2 Objective

The Technical Reference specifies the quality of cleaning services to performance standards. The principle of the measuring system that determines the quality of cleaning service is based primarily on visual judgment of selected elements to be inspected.

2 Normative references

There are no normative references in this Technical Reference.