



Licence Number

NEA260417/4571W/C2/R02

Type of Licence

Class 2

Date of Expiry

21/08/2028

The licence is issued to IMPERIAL SERVICES PTE. LTD.

to carry on a CLEANING BUSINESS

at the registered address 60 PAYA LEBAR ROAD #06-33

PAYA LEBAR SQUARE SINGAPORE 409051

for Director
Development Control and Licensing Division

LICENCE ISSUED UNDER SECTION 80G OF THE ENVIRONMENTAL PUBLIC HEALTH ACT 1987

THE LICENCE IS ISSUED SUBJECT TO THE CONDITIONS STATED OVERLEAF.

IMPERIAL SERVICES PTE. LTD.
60 PAYA LEBAR ROAD #06-33
PAYA LEBAR SQUARE
SINGAPORE 409051

Receipt No.	:	TN260330000279
Payment Mode	:	Stripe
Payment Date	:	30/03/2026
Licence Fee	:	\$130.00
Administration Fee (If applicable)	:	NA

UEN	:	201634571W
Type Of Licence	:	Class 2 Cleaning Business Licence
Licence No.	:	NEA260417/4571W/C2/R02
Date of licence issued	:	30/03/2026

TERMS AND CONDITIONS OF LICENCE

1. The licence is issued in accordance with and subject to the Environmental Public Health Act 1987 and the Regulations, and shall remain valid for the duration of licence, unless cancelled prior thereto by the Director-General in accordance with the Act or Regulations, or the conditions herein.
2. Unless stated otherwise or the context otherwise requires, all terms shall have the same meanings as used in the Act and the Regulations.
3. This licence is issued on condition that the licensee takes all actions, fulfils all requirements listed under **Addendum A** to these terms and conditions, and does all things required to be done (including the obtaining of any necessary consents from the relevant government authorities and other relevant parties), in order to enable it to lawfully enter into, perform and comply with its obligations under this licence.
4. Subject to Part 9A of the Environmental Public Health Act 1987, the Director-General may at any time, impose, add to, or vary such other conditions on a cleaning business licence as he thinks fit.
5. If a licensee fails to comply with any condition of its cleaning business licence, the Director-General may revoke or suspend the cleaning business licence, impose directions or restrictions on the licensee's cleaning business, or impose a financial penalty up to \$5,000.
6. Subject to Part 9A of the Environmental Public Health Act 1987, the licence shall be liable to suspension or revocation at any time without compensation by the Director-General, including but not limited to the following:
 - a) upon breach of any directions or restriction or conditions imposed by the Director-General;
 - b) upon contravention of any of the provisions or requirements under Part 9A of the Environmental Public Health Act 1987 or the Regulations made thereunder or Part 3 of the Employment Act 1968 relating to the payment of salary; or
 - c) upon conviction of any offence under Part 9A of the Environmental Public Health Act 1987 or Part 3 of the Employment Act 1968 relating to the payment of salary.
7. Licensees must notify NEA of any change to:
 - a) information contained in the licence application (for the grant or renewal of a cleaning business licence) or any document accompanying the licence application;
 - b) particulars of any progressive wage plan submitted by the licensee; or
 - c) information the licensee submitted to NEA for the purposes of the licensee's application for the grant or renewal of its cleaning business licence, no later than 14 calendar days after the date of the change.
8. The Commissioner for Labour may, from time to time, vary the order specifying the wage levels for the purposes of the progressive wage plan and contract of service for different classes of cleaners. Licensees will have to ensure that the wage levels stated in the cleaners' employment contracts are no less than the wage levels specified in the prevailing order by the Commissioner for Labour.
9. The renewal of the licence shall be at the discretion of the Director-General, subject to the powers of the Director General stated in paragraph 4 to impose other conditions as he thinks fit.
10. This licence is not transferable except with the prior written approval of the Director-General.
11. Any person who carries on a cleaning business in Singapore without a cleaning business licence that is in force, shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 12 months or to both and, in the case of a continuing offence, to a further fine not exceeding \$1,000 for

every day or part thereof during which the offence continues after conviction.

12. Any person who submits a false document or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$5,000 and, in the case of a second or subsequent conviction, to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 3 months or to both.

CONDITIONS OF CLEANING BUSINESS LICENCE

1. The holder of a cleaning business licence (referred to as a licensee) must keep all of the following records in relation to the licensee's cleaning business:
 - a) a copy of every cleaning contract entered into, including contracts that have not started and contracts completed 12 months before the date of licence application;
 - b) accounts of the cleaning business; and
 - c) a copy of the contract of service entered into between licensee and every cleaner who is employed:
 - i) as at the date of licence application; or
 - ii) after the date of licence application, including any amendment, variation or addition to the contract of service.
2. The licensee shall retain the records stated in Condition 1 above for a period of 4 years:
 - a) after expiry of cleaning contract concerned;
 - b) after the end of the period to which the accounts relate; and
 - c) after the end of employment of the cleaner to whom the records relate.
3. The licensee must keep training records for each cleaner (for as long as the cleaner is employed by the licensee) containing all of the following particulars:
 - a) cleaner's full name;
 - b) cleaner's date of birth;
 - c) cleaner's NRIC number, Foreign Identification number or work permit number (as applicable);
 - d) courses and training modules (including name and course code) that the cleaner has attended, whether before or during his employment with the licensee;
 - e) name of the training provider of each course and training module;
 - f) date and results of any assessment that the cleaner has taken, whether before or during his employment with the licensee.
4. At the point of licence application, licence renewal, and throughout the licence period, 100% of the cleaners are to be trained in the respective number of Workplace Safety and Health (WSH) and Core modules from the list of modules according to the class of cleaners to which that cleaner belongs:
 - a) for licensees with Class 1 licence, 1 WSH module and 2 Core modules.
 - b) for licensees with Class 2 licence, Class 3 licence, or cleaning business licence issued before 1 January 2024, 1 WSH module and 1 Core module.

➤ does not include cleaners who are employed for less than 3 months.
5. The licensee shall enter into a contract of service (i.e., employment contract) in writing for every cleaner the licensee employs.
6. For every contract of service entered into between the licensee and a cleaner who is a citizen or permanent resident of Singapore, the contract must:
 - a) provide for a basic wage that is **not less** than the amount specified in the order by the Commissioner for Labour, for the class of cleaners to which that cleaner belongs;
 - b) provide for a progressive wage model bonus that is **not less** than the amount, and at the frequency, specified in the order by the Commissioner for Labour, if the cleaner belongs to the eligible class of cleaners specified;

- and
 - c) be consistent with the progressive wage plan.
7. For licensees with Class 2 licence, Class 3 licence, or cleaning business licence issued before 1 January 2024, but without any cleaning contract prior to licence application, the licensee must **always** have at least one officer or employee who:
- a) has no less than 2 years of practical experience in supervising cleaning work; or
 - b) has attended the requisite two training modules under the Environmental Cleaning (EC) Singapore Workforce Skills Qualifications (WSQ) or the Technical Skills and Competencies (TSC) within the Skills Framework for Environmental Services as prescribed:
 - i. Supervising service operations [CLG-SS-301C-1] or Customer management [EVS-CFC-3005-1.1]; and
 - ii. Demonstrate and apply understanding of cleaning methods and processes [CLG-SS-304C-1] or Effective management [EVS-PDV-3002-1.1]
8. Licensees with Class 1 or Class 2 licence must maintain a valid bizSAFE Level 3 certification throughout the licence duration, and keep a copy of the bizSAFE certifications for a period of 4 years.
9. Licensees with Class 1 licence must, throughout the licence duration, not have any record of conviction under the following legislations and their subsidiary legislations:
- a) Environmental Public Health Act 1987;
 - b) Employment Act 1968;
 - c) Employment of Foreign Manpower Act 1990;
 - d) Workplace Safety and Health Act 2006;
 - e) Central Provident Fund Act 1953;
- or any defaults in Order made by Employment Claims Tribunal under Section 22 of the Employment Claims Act 2016.
10. Licensees must not engage unlicensed cleaning businesses to provide cleaning work on premises or any public places that are not owned, occupied or managed by the licensee.
11. Licensees must only deploy cleaners who are employed by the licensee or business entities with a valid cleaning business licence.