



# A Smarter Way to Procure Cleaning Services

An **ntuc** Initiative

## PROGRESSIVE WAGE MODEL FOR THE CLEANING SECTOR

The Progressive Wage Model (PWM) for the cleaning industry was revised in December 2016 to maintain its relevance to the cleaning sector. Under the PWM, outsourced cleaners would have a clear wage and career progression pathway in line with their skills, job responsibilities and productivity.

A mandatory PWM Bonus will take effect from January 2020 and is payable to Singapore Citizens and Permanent Resident outsourced cleaners who have worked for the same cleaning business for at least 12 months. The total PWM Bonus quantum in a given year must be no less than two weeks of the cleaner's basic monthly wage.

### Office & Commercial Sites

E.g. Clinics, Condominiums, Educational Institutions, Hospitals, Shopping Malls

From 1 July 2019, the basic wage levels will increase:

Supervisor	\$1,720	\$1,800	\$1,854
Multi-skilled Cleaners cum Machine Operator	\$1,520	\$1,600	\$1,648
Healthcare Cleaners / Outdoor Cleaners	\$1,320	\$1,400	\$1,442
General / Indoor Cleaners	\$1,120	\$1,200	\$1,236
All wage points refer to basic starting salary.	Current	1 July 2019	1 July 2020

### F&B Establishments

E.g. Coffee Shops, Food Courts, Hawker Centres

From 1 July 2019, the basic wage levels will increase:

Supervisor	\$1,720	\$1,800	\$1,854
Multi-skilled Cleaners cum Machine Operator	\$1,520	\$1,600	\$1,648
Dishwasher / Refuse Collector	\$1,320	\$1,400	\$1,442
Table-top Cleaners	\$1,220	\$1,300	\$1,339
General Cleaners	\$1,120	\$1,200	\$1,236
All wage points refer to basic starting salary.	Current	1 July 2019	1 July 2020

### Conservancy

E.g. Public Cleansing, Town Councils

From 1 July 2019, the basic wage levels will increase:

Truck Drivers (Class 4/5)	\$1,820	\$1,900	\$1,957
Supervisor / Mechanical Drivers	\$1,720	\$1,800	\$1,854
Multi-skilled Cleaners cum Machine Operator / Refuse Collector	\$1,520	\$1,600	\$1,648
General Cleaners	\$1,320	\$1,400	\$1,442
All wage points refer to basic starting salary.	Current	1 July 2019	1 July 2020

Technology + Manpower =  
*Better Cleaning Outcomes + Better Value*

### SERVICE BUYERS ARE ENCOURAGED TO ADOPT THE FOLLOWING PRACTICES:

- Specify service outcomes and performance standards instead of headcount in tender specifications
- Allow longer lead time for service providers to submit proposals that incorporate technology solutions
- Provide longer contract durations to lower amortised cost of technology solutions
- Adopt Price-Quality Method where quality attributes have heavier weightage over price

For NEA's Guide on Specifications for Outcome-Based Cleaning Contract  
Scan or visit [www.nea.gov.sg](http://www.nea.gov.sg)



### READY-TO-GO TECHNOLOGY-ENABLED SOLUTIONS

- Mechanized / Autonomous Cleaning Technologies (e.g. Autonomous scrubber)
- Smart Toilet System track user feedback, odour level, consumables replenishment needs with data collection and reporting functions
- Workforce Management track and schedule workforce for deployment at multiple sites

For IMDA's Guide to Digital Solutions for the Environmental Services industry  
Scan or visit  
[www.imda.gov.sg/environmental-services-idp](http://www.imda.gov.sg/environmental-services-idp)



Addendum Report of the TCC  
(15 November 2018)

Scan or visit:  
[www.ntuc.org.sg/tripartiteguidelines](http://www.ntuc.org.sg/tripartiteguidelines)



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