30 June 2023

ADDENDUM TO THE RECOMMENDATIONS OF THE TRIPARTITE CLUSTER FOR CLEANERS ON PROGRESSIVE WAGE MODEL FOR THE CLEANING INDUSTRY

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1. BACKGROUND

1.1 On 7 June 2021, the Tripartite Cluster for Cleaners (TCC) released its recommendations on the review of the Progressive Wage Model (PWM) for the cleaning Industry which spelt out the implementation timeline of the Enhanced Training Requirements as well as the Enhanced Wage Ladder from 1 July 2023. The TCC recommendations were accepted by the Government and were implemented under the cleaning business licensing regime through the Order imposed by the Commissioner for Labour.

1.2 The TCC had previously recommended that the job role of "Truck Drivers (Class 4/5)" under the Conservancy sub-sector would be better reflected under the Waste Management PWM. This would ensure parity especially for businesses that operate both cleaning and waste management services. The Waste Management PWM was announced in January 2022 and will take effect from 1 July 2023, covering the sub-sectors of waste collection and materials recovery.

1.3 On 14 December 2022, an addendum to the 2021 TCC report was issued which provided an updated list of training modules that was validated and endorsed by the TCC. Full details of the previous TCC Reports can be found at www.ntuc.org.sg/tripartiteguidelines.

1.4 The members of TCC are listed in Annex A.

2. OBJECTIVE

2.1 This addendum report will explain the considerations to retain the "Truck Driver (Class 4/5)" role under the Conservancy sub-sector within the Cleaning PWM; as well as to provide greater clarity on the role of a Team Leader.

2.2 Feedback gathered from industry stakeholders were presented to the TCC and carefully considered and deliberated. Given that a new round of wage increases will take effect from 1 July 2023, the TCC felt that it is also important to remind all licensed cleaning businesses to adhere to the higher PWM wages as well as for workers to know of their entitlements.

3. CONSERVANCY SUB-SECTOR: TRUCK DRIVER JOB ROLE

3.1 The TCC had previously recommended that the job role of "Truck Drivers (Class 4/5)" under the Conservancy sub-sector would be better reflected under the Waste Management PWM. This was because these Truck Drivers are required to possess a class 4 or 5 driving licence and drive heavy vehicles with unladen weight of more than 2,500kg, similar to the drivers in the waste collection sub-sector. The TCC was also cognisant that there are companies that operate both cleaning and waste collection services, hence the need to ensure parity among

both groups of drivers in the adjacent industries.

3.2 The Tripartite Cluster for Waste Management (TCWM) Report was released on 24 January 2022 to introduce a PWM for the waste management industry, covering waste collection and materials recovery sub-sectors. The TCWM recommendations were accepted by the Government and will be implemented from 1 July 2023, regulated under the Environmental Public Health Act and subsidiary legislations.

3.3 While the Cleaning Conservancy Truck Drivers would adopt the Waste Management PWM wages, the TCC opines that the job role of "Driver" would be the appropriate pegging given both types of drivers are required to possess a class 4 or 5 driving licence and drive similar heavy vehicles of more than 2,500kg in unladen weight.

3.4 While Cleaning and Waste Management industries are both governed under the Environmental Public Health Act, each industry has its own respective licensing regime and regulations. Truck Drivers in the cleaning industry performing non-waste management work will not be subjected to licensing conditions under General Waste Collectors regime. Hence, there are regulatory limitations to ensure PWM compliance.

3.5 Therefore, the TCC recommends retaining the job role of "Truck Drivers (Class 4/5)" under the Cleaning PWM Conservancy sub-sector, to cover workers who possess Class 4/5 driving licence and who operate mechanical vehicles whose un-laden weight exceeds 2,500kg for cleaning services. Drivers in the waste collection sub-sector will continue to be covered under the Waste Management PWM.

3.6 As the Cleaning PWM baseline wages refer to Monthly Basic Wage whereas the Waste Management PWM wages are expressed in gross terms, the TCC had computed the equivalent Monthly Basic Wage by referencing the Overtime Rate of Pay of the Waste Collection Driver (under Waste Management PWM), as shown in the table below.

	2023	**2024**	**2025**	**2026**	**2027**	**2028**
Waste Collection Driver - OT rate of pay	$18.96	$20.61	$22.26	$23.92	$25.57	$27.22
Waste Collection Driver - Basic Rate of Pay *(OT rate of pay divided by 1.5 = basic rate of pay)*	$12.64	$13.74	$14.84	$15.95	$17.05	$18.15
Conservancy Truck Driver - Monthly Basic Wage *(Basic rate of pay x 44hrs a week x 52 weeks a year divided by 12 months)*	**$2,410**	**$2,620**	**$2,830**	**$3,040**	**$3,250**	**$3,460**

3.7 For the full 6-year schedule of Cleaning PWM Baseline Wages for the various job roles, please refer to Annex B.

3.8 The existing PWM training requirements will remain unchanged and applicable to the Truck Drivers.

4. CLARIFICATION ON TEAM LEADER JOB ROLE

4.1 As stated in the first TCC Report (2016), a Team Leader is defined as a person who is responsible for overseeing the execution of work but not involved in planning and/or reviewing of manpower deployment and assessing performance of the cleaners. Based on their increased job responsibilities, the TCC had recommended that the role of a Team Leader should receive a monthly allowance of at least $100.

4.2 The TCC had received feedback that some cleaning businesses may not have classified their Team Leader accurately according to their job scope and responsibilities. Hence, for greater clarity and transparency, the TCC wishes to highlight that a Team Leader can be pegged to any PWM job role based on their job duties and having attained the necessary skillsets. For example, if a multi-skilled cleaner is required to oversee work execution of his/her fellow cleaners, then he/she should be made a Team Leader and be accorded the monthly allowance in addition to the applicable PWM baseline wage for the specific job role.

4.3 The TCC recognises that a Team Leader had to shoulder the added responsibility of ensuring cleaning work is being carried out properly by his/her fellow cleaners, which is above and beyond his/her regular job scope. Thus, the TCC urges cleaning businesses to classify their workers accurately based on their specific job duties and for Team Leader to be paid the additional monthly allowance of no less than $100.

4.4 The TCC would like to emphasise the importance of accurate classification of job roles and clear communication to workers, particularly in their employment contracts. This would ensure mutual understanding between employers and employees and avoid unnecessary disputes.

4.5 For the full classification of PWM job types, please refer to Annex C.

5. CONCLUSION

5.1 The TCC is heartened that the tripartite partners had shown strong support to uplift the lives of the cleaning workforce. By enhancing professionalism and productivity through greater adoption of technology-enabled solutions, the cleaning sector is poised to attract more job seekers and become a viable career option for younger Singaporeans.

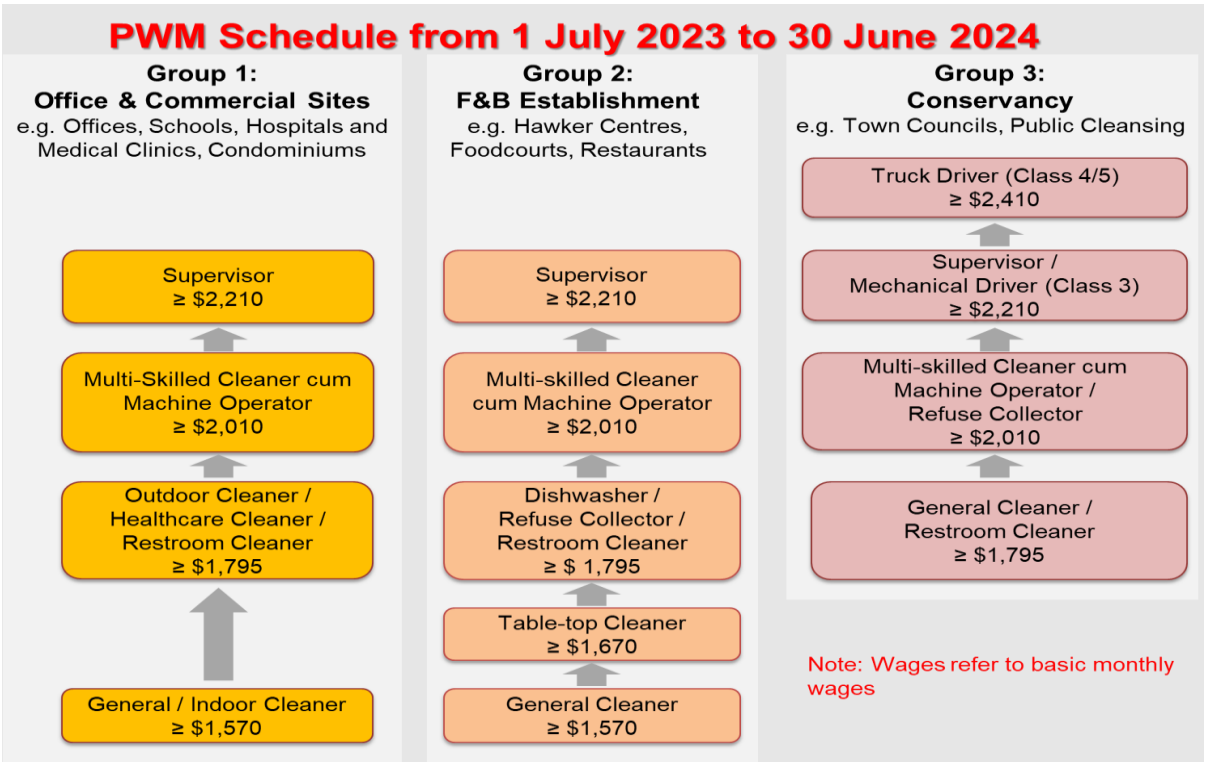
5.2 The TCC also calls upon the whole-of-society to recognise and acknowledge the contributions of the cleaning workforce, who contributes to providing everyone a clean and safe environment to live, work, and play.

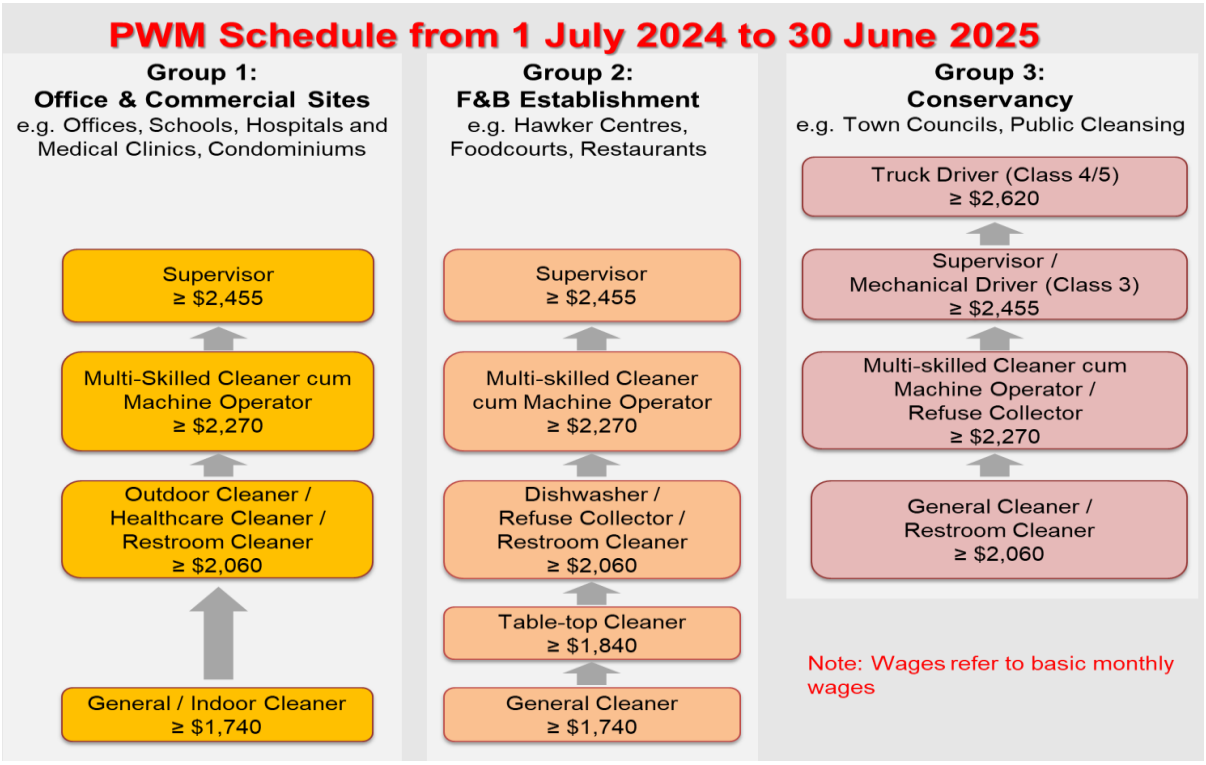
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ANNEX A: TRIPARTITE CLUSTER FOR CLEANERS (TCC) FOR THE TERM FROM NOVEMBER 2022 TO NOVEMBER 2024

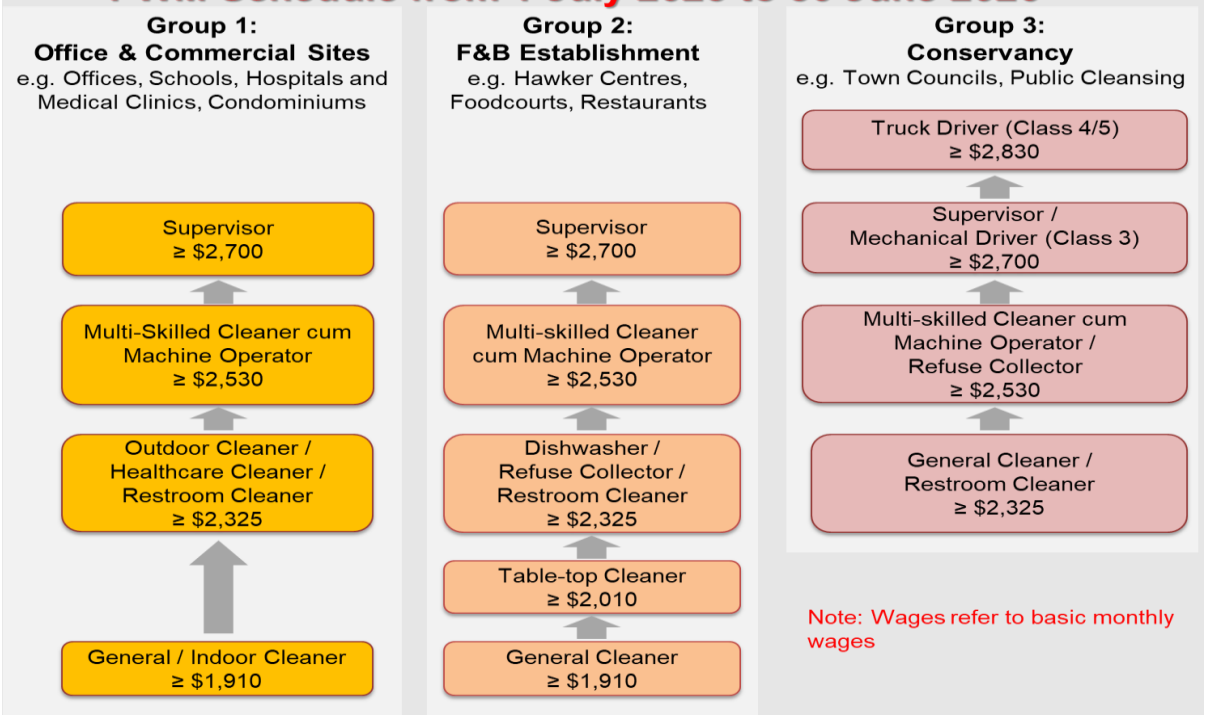
Description	Organisation	Representative
Chairman	National Trades Union Congress (NTUC)	Mr Melvin Yong Assistant Secretary-General and Director, U Care Centre *(with effect from 1 February 2023)*
Co-Chair	Singapore National Employers Federation (SNEF)	Mr Jeffrey Chua SNEF Representative *Concurrently Advisor, AAARYA Business College*
Labour Movement	Building Construction and Timber Industries Employees' Union (BATU)	Mr Zainal Sapari Executive Secretary
	Food, Drinks and Allied Workers Union (FDAWU)	Mr Lim Wen Sheng Deputy General Secretary
	Attractions, Resorts & Entertainment Union (AREU)	Mr Mohamed Riaz S/O Mohamed Omar General Secretary
Industry Association	Environmental Management Association of Singapore (EMAS)	Mr Tony Chooi President *Concurrently Director, BNL Services Pte Ltd*
		Mr Edy Tan Vice-President *Concurrently CEO, Chye Thiam Maintenance Pte Ltd*
		Ms Sharon Kee Honorary Secretary *Concurrently, Director, Infocus Integrated Engineering Pte Ltd*
	Singapore Hotel Association (SHA)	Mr Abdul Rahim Member *Concurrently Cluster Director for Human Resources, Conrad Centennial Singapore, Conrad Singapore Orchard*
Service Buyers	Singapore International Facility Management Association (SIFMA)	Mr Loh Wei Loon Honorary Treasurer *Concurrently, Senior Managing Director, CBRE GWS Pte Ltd*
	Real Estate Developers' Association of Singapore (REDAS)	Mr Lee Liang Huat Member *Concurrently Chief Operating Officer, CBM Pte Ltd*
	Town Council	Mr Simon Koh General Manager, Tanjong Pagar Town Council
Government	Ministry of Manpower (MOM)	Mr Lee Chung Wei Divisional Director, Workplace Policy and Strategy Division
	National Environment Agency (NEA)	Mr Chew Ming Fai Deputy Chief Executive Officer (Public Health) & Director-General of Public Health Group
	SkillsFuture Singapore (SSG)	Ms Loh Gek Khim Director, Industry Development Division 1

<u>ANNEX B</u>: CLEANING PWM WAGE LADDER FROM 1 JULY 2023 TO 30 JUNE 2029

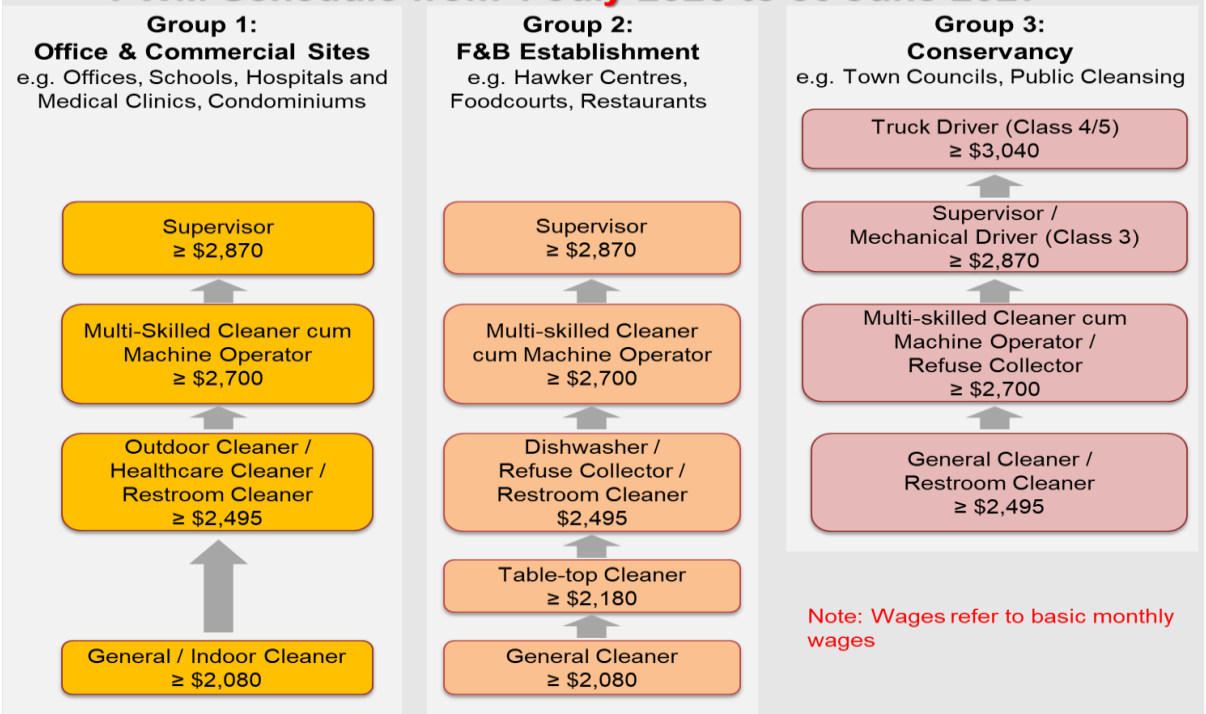




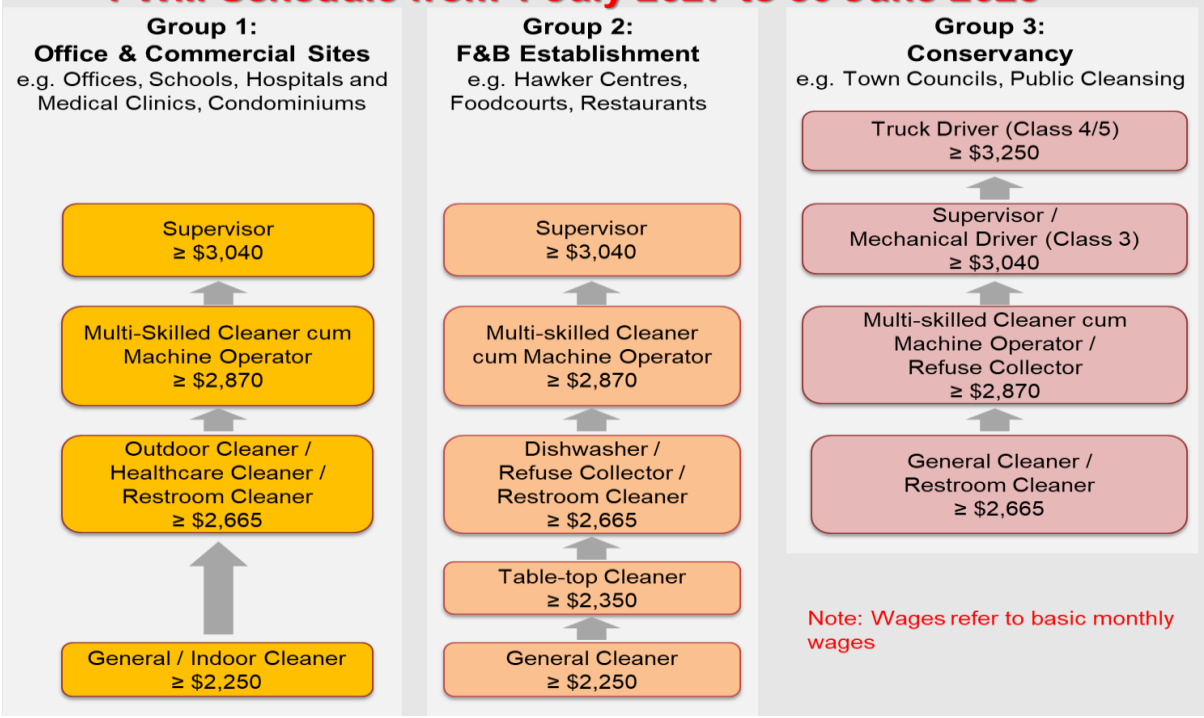
PWM Schedule from 1 July 2025 to 30 June 2026



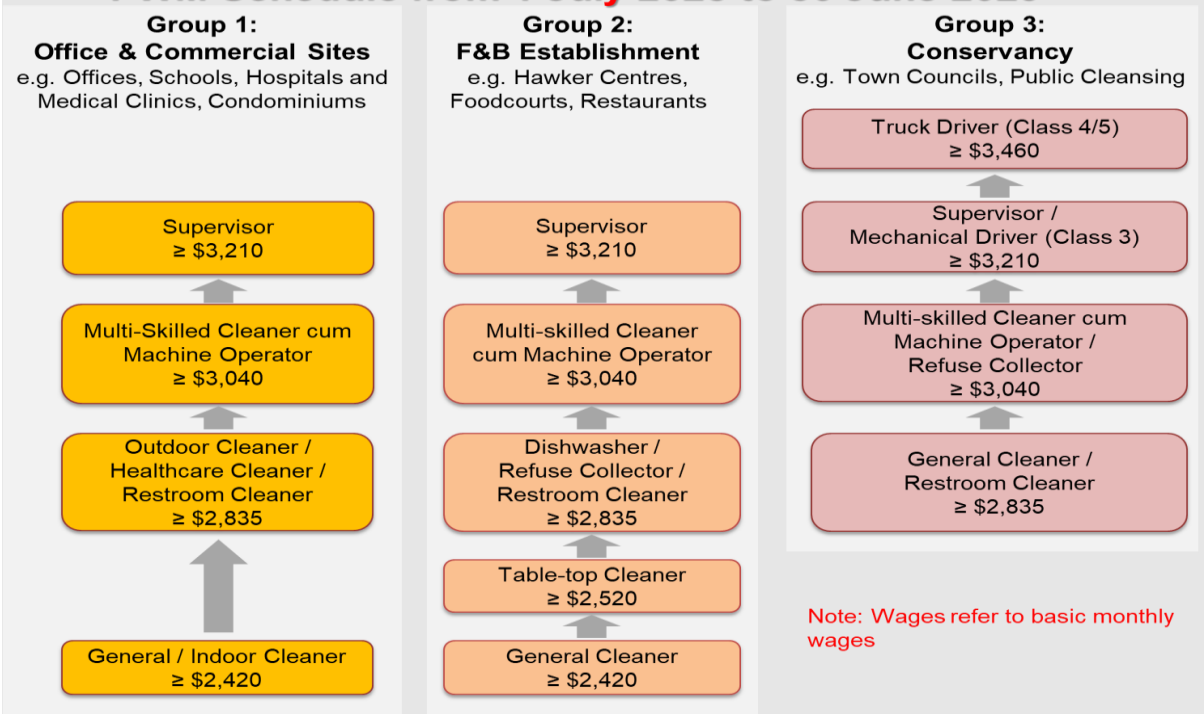
PWM Schedule from 1 July 2026 to 30 June 2027



PWM Schedule from 1 July 2027 to 30 June 2028



PWM Schedule from 1 July 2028 to 30 June 2029



ANNEX C: CLASSIFICATION OF CLEANING JOB TYPES

Guidelines and Definitions of Cleaning Job Types
For workers whose job responsibilities fall into more than one job category (e.g. an indoor and restroom Cleaner), the said Cleaner shall be classified under the job category where he/she spends 50% or more of his/her time in and the corresponding wage level would apply.

Group 1: Office & Commercial Sites	
General Cleaner	A person assigned to basic cleaning duties. Job duties may include: office cleaning duties such as wiping tables, wiping windows, vacuuming carpets, pantry cleaning, clearing trash bins. Examples of equipment used may include: blower, vacuum cleaner, household cleaning equipment.
Indoor Cleaner	A person assigned to work in a sheltered environment. He/she may also be required to do outdoor cleaning on a routine basis. Job duties may include: office cleaning such as wiping tables, wiping windows, vacuuming carpets, pantry cleaning, mopping of lift and lift landing. Examples of equipment used may include: blower, vacuum cleaner, household cleaning equipment.
Restroom Cleaner	A person assigned to perform cleaning duties in restrooms. Job duties may include: cleaning of sanitation fixtures (e.g. cubicles, mirrors, sinks and urinals), topping up of tissues, soaps, air freshener and sanitisers, mopping of floor, clearing of trash and general cleaning.
Outdoor Cleaner	A person assigned to work in an unsheltered environment. Job duties may include: performing outdoor compound area cleaning jobs, sweeping of car park(s), mopping of lift and lift landing and clearing trash bins.
Healthcare Cleaner	A person who performs housekeeping duties in hospital wards and intensive care units in hospitals and / or perform general cleaning duties in all areas of the hospitals / polyclinics, and at other medical/healthcare institutions such as private clinics, dental clinics, kidney dialysis centres, etc. Job duties may include: clearing rubbish, sweeping and mopping the floor.
Multi-Skilled	This person should be able to:

Group 1: Office & Commercial Sites	
Cleaner cum Machine Operator	• Use at least 1 motorised ride-on machinery; or • Use at least 1 lifting equipment; or • Use specialised cleaning agents as part of job scope; or • Use at least 3 handheld machines (other than vacuum cleaner, blower and general household cleaning equipment) Job duties may include: carpet shampooing, marble polishing, leaf blowing, using of motorised equipment for the following: sweeping of access road, turf area, open and contained space such as areas within shopping centres, supermarkets, cleaning high areas of dust and cobwebs, and glass panes or any height-cleaning that requires an access of >2m, sweeping of surrounding road-side drain, submerge drain and drop-inlet chamber, refuse collection. Examples of hand-held equipment may include: burnisher, single-disc scrubber, high pressure jet machine, carpet cleaner, escalator cleaner, mini auto scrubber, steam cleaner, walk-behind auto scrubber, leaf blower, glass cleaning system, jettison pump, rest room cleaner, grass-cutter. Examples of motorised ride-on machineries may include: battery-operated cart with refuse compactor, all-terrain-litter-vacuum (ATLV), ride-on road sweeper, integrated scrubber-sweeper (ride-on), ride on scrubber, sweeper (ride-on), battery operated carts without refuse compactor, ride-on grass cutter, ride-on vacuum cleaner and boat operator. Examples of lifting equipment may include: scissor lift, boomlift, spider boomlift, personal lift for cleaning purpose.
Supervisor	A person who oversees works execution and the performance of other workers. This person must be in charge of operational and manpower planning and deployment and should have a team of workers under him/her.

Group 2: F&B Establishments	
General Cleaner	A person assigned to basic cleaning duties. Job duties may include: sweeping and cleaning floors, vacuuming carpets, wiping windows.
Table-top Cleaner	A person who is stationed at the tray-return station and/or assigned to collect plates and utensils and cleaning tables.

Group 2: F&B Establishments	
Dishwasher	A person assigned to the washing of plates, trays and utensils. He/she may be required to operate Dishwashers can include both manual dishwashers and dishwashing machine operators. Job duties may include: Pushing cart in and out of dishwashing bay, washing of plates, trays and utensils. May include use of conveyor belts in the transportation.
Restroom Cleaner	A person assigned to perform cleaning duties in restrooms. Job duties may include: Cleaning of sanitation fixtures (e.g. cubicles, mirrors, sinks and urinals), topping up of tissues, soaps, air freshener and sanitisers, mopping of floor, clearing of trash and general cleaning.
Refuse Collector	A person deployed to collect refuse at the refuse collection point within an F&B premise and to dispose of the refuse at a designated refuse collection point outside of the F&B premise.
Multi-Skilled Cleaner cum Machine Operator	This person should be able to: • Use at least 1 motorised ride-on machinery; or • Use at least 1 lifting equipment; or • Use specialised cleaning agents as part of job scope; or • Use at least 3 handheld machines (other than vacuum cleaner, blower and general household cleaning equipment) Job duties may include: carpet shampooing, marble polishing, leaf blowing, using of motorised equipment for the following: sweeping of access road, turf area, open and contained space such as areas within shopping centres, supermarkets, cleaning high areas of dust and cobwebs, and glass panes or any height-cleaning that requires an access of >2m, sweeping of surrounding road-side drain, submerge drain and drop-inlet chamber, refuse collection. Examples of hand-held equipment may include: burnisher, single-disc scrubber, high pressure jet machine, carpet cleaner, escalator cleaner, mini auto scrubber, steam cleaner, walk-behind auto scrubber, leaf blower, glass cleaning system, jettison pump, rest room cleaner, grass-cutter. Examples of motorised ride-on machineries may include: battery-operated cart with refuse compactor, all-terrain-litter-vacuum (ATLV), ride-on road sweeper, integrated scrubber-sweeper (ride-on), ride on scrubber, sweeper (ride-on), battery operated carts without refuse compactor, ride-on grass cutter, ride-on vacuum cleaner and boat operator. Examples of lifting equipment may include: scissor lift, boomlift,

Group 2: F&B Establishments	
	spider boomlift, personal lift for cleaning purpose.
Supervisor	A person who oversees works execution and the performance of other workers. This person must be in charge of operational and manpower planning and deployment and should have a team of workers under him/her.

Group 3: Conservancy	
General Cleaner	A person assigned to basic cleaning duties in conservancy areas. Job duties may include: general sweeping of apron and apron surrounding drains, sweeping of staircases and common corridor, clearing of cobweb, sweeping of outdoor and car park/s, mopping of lift and lift landing, clearing trash bins.
Restroom Cleaner	A person assigned to perform cleaning duties in restrooms. Job duties may include: Cleaning of sanitation fixtures (e.g. cubicles, mirrors, sinks and urinals), topping up of tissues, soaps, air freshener and sanitisers, mopping of floor, clearing of trash and general cleaning.
Refuse Collector	A person who is deployed for the collection of refuse (both dry and wet waste) at refuse collection areas such as main refuse chute of each HDB block or at the central bin chute. This person may be required to clean refuse chute and transport heavy loads. Job duties may include: clearing and removal of bulky waste (both dry and wet waste), sweeping of car park and cleaning of refuse chute Examples of equipment used may include: battery cart for refuse collection, ATLV, high pressure jet.
Multi-Skilled Cleaner cum Machine Operator	This person should be able to: • Use at least 1 motorised ride-on machinery; or • Use at least 1 lifting equipment; or • Use specialised cleaning agents as part of job scope; or • Use at least 3 handheld machines (other than vacuum cleaner, blower and general household cleaning equipment) Job duties may include: pressure jet washing and leaf blowing, sweeping of access road, turf area, open space, road side drains, drop-inlet chamber, submerged drain, cleaning high area of dust and cobwebs or any height- cleaning that requires an

Group 3: Conservancy	
	access of >2m. Examples of hand-held equipment may include: burnisher, single-disc scrubber, high pressure jet machine, carpet cleaner, escalator cleaner, mini auto scrubber, steam cleaner, walk-behind auto scrubber, leaf blower, glass cleaning system, jettison pump, grass-cutter. Examples of motorised ride-on machineries may include: battery-operated cart with refuse compactor, all-terrain-litter-vacuum (ATLV), ride-on road sweeper, integrated scrubber sweeper (ride-on), ride on scrubber, sweeper (ride-on), battery operated carts without refuse compactor, ride-on grass cutter, ride-on vacuum cleaner and boat operator. Examples of lifting equipment may include: scissor lift, boomlift, spider boomlift, personal lift for cleaning purpose.
Mechanical Driver (Class 3) *(possess Class 3 driving licence)*	A person who operates mechanical motorised vehicles whose un-laden weight does not exceed 2,500kg[1] for road/pavements cleaning purpose. Job duties may include: operating motorised vehicles to sweep access road/ pavements. Examples of equipment used may include: any type of road sweeper ≤ 2,500kg[1] in un-laden weight.
Supervisor	A person who oversees works execution and the performance of other workers. This person must be in charge of operational and manpower planning and deployment and should have a team of workers under him/her.
Truck Driver (Class 4/5) *(possess Class 4 or 5 driving licence)*	A person who possesses Class 4/5 driving licence and who operates mechanical motorised vehicles whose un-laden weight exceed 2,500kg[1] for cleaning services. Job duties may include: operating motorised vehicles for sweeping of access roads. Examples of mechanical motorised vehicles may include: any type of road sweeper > 2,500kg[1] in un-laden weight. *Note: This does not apply to Truck Drivers (Class 4/5) performing waste management roles. Instead, please refer to the Commissioner for Labour Order under section 31DA(1) of*

[1] The stated 2,500kg is based on the "Classification of motor vehicles" in the Road Traffic Act and may be reviewed, from time to time, by the relevant authorities.

Group 3: Conservancy	
	the Environmental Public Health Act 1987 for the specified requirements for Waste Collection Workers. *Examples of Truck Drivers (Class 4/5) who perform waste management roles may include drivers of garbage trucks whose un-laden weight exceeds 2,500kg.*

Applies to all Groups	
Team Leader	A person who oversees works execution of fellow Cleaners in the absence of a site supervisor. This person is not involved in planning and/or reviewing of manpower deployment and assessing performance of the Cleaners. A Team Leader may be employed at any of the PWM job roles as part of his/her main and regular job scope. With the added responsibility of overseeing work execution, the team leader should be entitled to at least $100 more in monthly allowances.