7 June 2021

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

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1. OBJECTIVE

1.1 This report sets out the recommendations of the Tripartite Cluster for Cleaners (TCC) on its review of the Progressive Wage Model (PWM) for the cleaning industry.

1.2 The members of the TCC are listed in Annex A.

2. BACKGROUND

2.1 In December 2019, the TCC recommended enhancements to the PWM for the cleaning sector which included the enhanced training requirements and introduction of a new job role of "Restroom Cleaner". TCC also made specific recommendation on the type of Workforce Skills Qualification (WSQ) Certificate in Environmental Cleaning Modules or equivalent that all cleaners are required to attain.

2.2 To deepen the technical skillsets of the cleaners so that they could deliver quality cleaning outcomes to their service buyers, a set of Core WSQ training modules has been identified based on the Technical Skills and Competencies (TSC) in the Skills Framework for Environmental Service (SFw for ES). The TCC recommended that one mandatory WSQ module in Workplace Safety and Health (WSH) and one (1) Core WSQ module be incorporated as part of the cleaning business licensing requirements to enable all cleaning businesses to be on par in terms of meeting the minimum training requirements. However, flexibility was given to cleaning businesses to choose the specific core module that would best suit their and their clients' needs. The enhanced PWM training guidelines or Enhanced PWM Skills Ladder will take effect in 2022.

2.3 In its December 2016 recommendations on the PWM Wage Ladder, the TCC had also recommended a Schedule of Increase which saw a specified dollar quantum increase from 1 July 2017 to 30 June 2019, followed with annual increments of 3% to the PWM baseline wages for all job roles from 1 July 2020 to 30 June 2023 (details can be found in the 2016 TCC Report). A mandatory two-week PWM Bonus was also introduced to all eligible resident cleaners which took effect in January 2020. The TCC's recommendations were accepted by the Government and implemented under the cleaning business licensing regime through the Order imposed by the Commissioner for Labour. The implementation of a mandatory annual bonus (termed as "PWM Bonus") came into legal effect when it was passed in Parliament in October 2018 under the Environmental Public Health (Amendment) Bill.

3. REVIEW OF THE PROGRESSIVE WAGE MODEL

3.1 The COVID-19 pandemic has impacted the cleaning industry in many ways. The perennial manpower shortage was further aggravated by various travel and movement restrictions, increased cleaning demands and frequency, intensity in disinfection and higher cleaning standards, and the difficulty to attract younger workforce to the industry.

3.2 During the pandemic, the cleaning workforce continues to be in the frontline to provide the essential services that is expected of them. With the increased frequency and intensity of cleaning regime, there is greater society's support to recognise the importance and higher value of work shouldered by the cleaning workforce that is instrumental in maintaining the cleanliness and hygiene of our public spaces and common areas.

3.3 The Tripartite Workgroup on Lower-Wage Workers (TWG-LWW) was formed in October 2020, to look at how to uplift the wages and employment conditions of lower wage workers and ensure a fairer and more cohesive society.

3.4 The TCC found it timely and necessary to review the Cleaning PWM to ensure its relevance in uplifting and transforming the cleaning sector. Several rounds of meetings, dialogues and focus group discussions were conducted in the last one year to gather the views and feedback from key stakeholders such as industry associations, service providers, service buyers, sector lead agencies as well as unions and workers. The insights drawn from such engagement sessions were deliberated at TCC meetings and culminated in a set of recommendations.

3.5 This recommendation report sets out the implementation timeline of the enhanced PWM training guidelines and the updated list of approved WSQ modules, as well as the details of the Enhanced PWM Wage Ladder from 1 July 2023. The key recommendations are summarised as follows:

(a) All cleaning businesses are to ensure that all its resident cleaners are to attain one mandatory module on Workplace Safety & Health (WSH), and another WSQ module to be selected from a list of approved Core Modules by 31 December 2022. The updated list of core modules which had been validated and endorsed by TCC can be found in Annex B.

(b) The PWM skills ladder will be further enhanced to ensure the cleaning workforce continue to upgrade their skillsets and increase their competencies to take on higher value work. This will also allow for career progression as workers are better trained to improve their productivity. Beyond 2025, the total number of WSQ training modules will be increased to 3 for the lower job rungs and 4 modules for the higher job rungs.

(c) The TCC recommends a six-year schedule of wage increases to the PWM baseline wages from 1 July 2023 to 30 June 2029 and will review the wage schedule in 2025.

3.6 The full details of TCC recommendations are elaborated in the following sections.

4. IMPLEMENTATION TIMELINE OF THE ENHANCED PWM TRAINING REQUIREMENTS

4.1 The number of workplace injury incidents among cleaners due to Slips, Trips and Falls is of major concern to the tripartite partners. With the increased cleaning demands and standards brought on by COVID-19, cleaners should take on precautionary measures to ensure personal safety and due care when carrying out cleaning tasks to reduce their risks of workplace injuries or fatalities.

4.2 The Government had earlier accepted the TCC's recommendations for one of the two WSQ modules to be a mandatory course on Workplace Safety & Health (WSH), and the second WSQ module to be selected from a list of Core Modules that had been validated and endorsed by TCC, to take effect in 2022. TCC thus recommends for all cleaning businesses to meet the enhanced PWM training requirements by 31 December 2022 which will allow sufficient lead time for all cleaning businesses to comply with the new training requirements.

4.3 TCC urges all cleaning businesses to make plans to schedule their workers for the training as early as possible and for service buyers to allow their service providers to send their workers for training during working hours as long as service standards are not compromised.

4.4 The updated list of approved WSQ training modules can be found in Annex B and will be periodically updated to ensure relevance.

5. INCREASE IN NUMBER OF WSQ TRAINING MODULES FROM 2025

5.1 In November 2018, the National Trades Union Congress (NTUC) and its tripartite partners namely National Environment Agency, Workforce Singapore, SkillsFuture Singapore, Employment & Employability Institute and Environmental Management Association of Singapore signed a Memorandum of Understanding to express collective commitment towards upskilling the cleaning workforce in order for them to stay relevant in the evolving cleaning landscape. The MOU would galvanise the resolve and cooperation among the stakeholders to equip our workers with adaptive, technology and technical skills as part of the Industry Transformation Plan. It will ensure that our cleaners will be ready for new jobs/assignments, relevant with right skillsets, and resilient to new ways of working, which will lead to a competent and productive workforce.

5.2 In this regard, the TCC is of the view that there is a need to encourage continuous learning and upskilling to ensure the cleaning workforce can keep pace with industry transformation as the sector gravitates towards greater use of autonomous equipment and job redesign.

5.3 As COVID-19 has resulted in higher cleaning outcomes expected from service buyers, it is important that the cleaning workforce are well equipped with the

necessary skillsets to meet the greater demand of their job. Hence, the TCC recommends that the number of WSQ training modules be increased as follows:

<table>
<tr><th>PWM Job Roles</th><th>Current</th><th>By 31 December 2022</th><th>Beyond 2025</th></tr>
<tr><td>• All Cleaners</td><td rowspan="2">Min. 1 WSQ module
(for licensing conditions)</td><td rowspan="2">1 Mandatory WSH Module
+ 1 Core Module
= 2 Total</td><td>3 modules in total</td></tr>
<tr><td>• Multi-skilled Cleaners
• Mechanical Driver
• Supervisor</td><td>4 modules in total</td></tr>
</table>

6. SCHEDULE OF WAGE INCREASES FROM 1 JULY 2023

6.1 Several consultations and engagement sessions with industry stakeholders were conducted in reviewing the PWM Wage Ladder. Besides ensuring the wage proposal commensurate with the skills and training requirements, TCC will be reviewing the job titles of the cleaning workforce as well. A survey is being carried out to solicit the views from the cleaning industry and public on rebranding the various job roles. More details will be announced when ready.

6.2 The key consideration factors that the TCC had taken into account when proposing the set of wage recommendations are summarised as follows:

(a) A six-year schedule of increase to provide greater certainty to the industry so that service providers are better able to determine their contract pricing when bidding for new contracts. Similarly, service buyers would be better able to plan their budget and move towards outcome-based contracts and technology adoption to optimise the deployment of manpower.

(b) The higher wage adjustments taking effect in year 2023 to 2025 is to reflect a stronger desire to uplift the wages of the cleaning workforce and narrow their income disparity with other workers.

(c) The annual increments from year 2026 to 2028 will see a fixed dollar quantum year-on-year for all job roles to allow the lower job rungs to get higher wage growth and further reduce income gap;

(d) The job role of “Truck Drivers (Class 4/5)” under the Conservancy sub-sector would be better reflected under the Waste Management PWM and would thus be removed from the Cleaning PWM.

(e) Due to the outsourced nature of cleaning services, sufficient lead time to be given to the industry on the implementation of the wage recommendations. A six-year schedule of increase is recommended to allow for greater transparency during bidding and award of contracts. TCC will also review the wage schedule in 2025.

6.3 Below table summarises the proposed enhanced PWM wage ladder for the cleaning sector. The baseline wage floor for the various job levels for each year are detailed in Annex C.

Wage Adjustment and Increment to the PWM Baseline Wage Floor from 1 July each year							
PWM Job Level	**2022**	**2023***	**2024**	**2025**	**2026**	**2027**	**2028**
• General Cleaner • Indoor Cleaner	$1312	+ $258	+ $170	+ $170	+ $170	+ $170	+ $170
		$1,570	**$1,740**	**$1,910**	**$2,080**	**$2,250**	**$2,420**
• Table-top Cleaner	$1421	+ $249	+ $170	+ $170	+ $170	+ $170	+ $170
		$1,670	**$1,840**	**$2,010**	**$2,180**	**$2,350**	**$2,520**
• Outdoor Cleaner • Healthcare Cleaner • Dishwasher • Conservancy General Cleaner • Restroom Cleaner • Refuse Collector	$1530	+ $265	+ $265	+ $265	+ $170	+ $170	+ $170
		$1,795	**$2,060**	**$2,325**	**$2,495**	**$2,665**	**$2,835**
• Multi-skilled Cleaner cum Machine Operator • Conservancy Refuse Collector	$1749	+ $261	+ $260	+ $260	+ $170	+ $170	+ $170
		$2,010	**$2,270**	**$2,530**	**$2,700**	**$2,870**	**$3,040**
• Supervisor • Mechanical Driver	$1967	+ $243	+ $245	+ $245	+ $170	+ $170	+ $170
		$2,210	**$2,455**	**$2,700**	**$2,870**	**$3,040**	**$3,210**

**Dollar quantum in year 2023 serves to round up the wages to nearest $5/$10 for ease of implementation and communication*

Note: Cleaning businesses that engage part-timers are required to pro-rate the workers' wage against a full-timer in accordance with the prevailing PWM wage schedule.

7. CLOSE PARTNERSHIP AND MUTUAL TRUST ARE KEY SUCCESS FACTORS

7.1 The TCC strongly urges all stakeholders to recognise that each stakeholder has a part to play to ensure our essential services workers in the environmental services industry can work with dignity and their job worth be valued and recognised. It would require a whole-of-society effort and change of mindset to uplift the lives of the cleaners so as to promote a fairer and cohesive society.

7.2 Government

(a) The industry had highlighted that there are existing cleaning contracts that have already been committed prior to this wage review and the contract period stretched into the years of this latest wage recommendations. Hence, the TCC seeks the support from the Government to consider providing some form of transitional wage assistance to help the industry to cope with the spike in labour costs in the event that their existing contract prices cannot be re-negotiated with their service buyers.

(b) COVID-19 has presented the industry with unprecedented challenges particularly in the deployment of foreign manpower which had traditionally been

an important resource to augment the local workforce. The uncertainty of when the border control will be lifted in the near term adds to the strain that the industry is currently facing. The industry would thus like to appeal to the Government to adopt a more empathetic approach by deferring any further adjustments to the Dependency Ratio Ceiling (DRC) during this challenging period, and to give industry time to adjust to the prevailing DRC requirements.

7.3 Service Providers

(a) TCC encourages all cleaning businesses to support their employees in continual skills upgrading and to recognise their workers who have shown commitment to improve their work performance and competencies. TCC applauds those cleaning businesses that continue to invest in their workers' training and upskilling; and for their support in the transformation efforts to uplift the cleaners' work prospects in the long run.

(b) TCC also encourages cleaning businesses to develop their workers' training plans early in view of the mandatory implementation of the enhanced PWM training requirements and to take advantage of the available training grants/schemes to upskill their workers. The TCC believes that by equipping their cleaners with relevant skills and competencies, the cleaning businesses would be able to reap the benefits of a more productive and effective workforce and deliver greater value to their clients.

(c) In their tender bids submission for new cleaning contracts taking into account the increase in labour costs due to the PWM wage recommendations, TCC advises the service providers to be transparent with their service buyers in explaining how the likely increase in contracts fees are computed to avoid the perception of profiteering.

7.4 Service Buyers

(a) TCC also calls upon Service Buyers to support their Service Providers who wish to send their cleaners for training during working hours. Service Buyers should not insist on replacement headcounts when workers go for training as long as service standards are not compromised. TCC encourages Service Buyers to adopt Outcome-Based Contracting[1] and move away from headcount-based contracts; as well as to leverage technology to improve labour productivity.

(b) The TCC encourages Service Buyers to exercise reasonableness in negotiating their cleaning contracts should there be any adjustments to their cleaning requirements. It is important for Service Buyers and Service Providers to develop mutual trust through open communication and frequent dialogues to achieve win-win outcomes.

[1] Service Buyers may refer to the *Guide on Specifications for Outcome-based Cleaning Contract* (https://www.nea.gov.sg/industry-transformation-map) for more information.

(c) To encourage cleaning businesses to place greater emphasis on workers' training, the TCC proposes for Service Buyers to refer to the Skills Framework's Technical Skills & Competencies and the list of Core WSQ modules and include in their tender specifications additional WSQ modules which they would like the cleaners to attain. This will ensure a level playing field for all interested bidders so that the costs for such training provisions are taken into consideration by the service providers when submitting their bids.

7.5 Cleaners

(a) While the PWM Wage Ladder will see cleaners benefitting from sustainable wage increments moving forward, it is equally important for cleaners to keep pace with the drive for productivity and to upskill themselves to stay relevant. With the advent of technology and digital solutions to transform the cleaning sector, TCC strongly urges workers to embrace upskilling and be ready to accept new methods and work processes to improve their productivity and employability.

(b) Cleaners are encouraged to approach their supervisors or company HR personnel to discuss their training needs and highlight any skills gap that they may face. They need to recognise the importance of continual upgrading so as to uplift their professionalism and instil a sense of pride in their work. They must not under-estimate the important role that they play in upkeeping the cleanliness of the environment, which will help to reduce the spread of germs and curb the infestation of pests. This in turn will ensure a clean working and living environment for everyone.

7.6 End-Users / Consumers

(a) Our cleaning workforce's role in maintaining environmental hygiene and public health is an important one, especially in a pandemic. The TCC is heartened to see the community's show of appreciation and support of our essential service workers in carrying out their duties diligently in the frontline. COVID-19 has brought a renewed spirit of solidarity and it must be a whole-of-society endeavour to support and uplift the lower-wage workers in our midst.

(b) The TCC calls upon the end consumers to better recognise the value of our cleaning workforce and accord them the due recognition that they deserve. With the impending wage increases taking effect in 2023, the TCC appeals to the end consumers to be prepared to bear some cost increase for their cleaning services, so that together with all stakeholders, we are able to achieve a fairer and more cohesive society.

7.7 A highly competent and productive workforce will ensure the cleaning industry can continue to thrive and everyone would then benefit from a clean environment to work and live in. Our cleaners are our nation's assets who deserve Better Wages, Better Welfare and Better Work Prospects.

8. CONCLUSION

8.1 The COVID-19 pandemic had caused unprecedented challenges to many industries. Many cleaners continue to perform their duties in the frontline despite more stringent precautionary measures and increased in service demands, therefore the value of cleaning work must be recognised accordingly.

8.2 As the Environmental Services sector gears towards a vibrant, sustainable and professional industry that will provide services and solutions to help achieve the zero-waste vision and a clean and liveable Singapore, the close partnership and mutual trust among all stakeholders must continue to be nurtured and supported in order to realise this vision.

~ End ~

ANNEX A: TRIPARTITE CLUSTER FOR CLEANERS (TCC) FOR THE TERM OF OFFICE FROM MARCH 2019 TO MARCH 2022

Description	Organisation	Representative
Chair	National Trades Union Congress (NTUC)	Mr. Zainal Sapari, Assistant Director-General and Director, U Care Centre
Co-Chair	Singapore National Employers Federation (SNEF)	Mr. Jeffrey Chua SNEF Representative
Labour Movement	Building Construction and Timber Industries Employees' Union (BATU)	Ms. Noor Irdawaty General Secretary
	National Trades Union Congress (NTUC)	Mr. Steven Goh Cluster Lead, Building and Facilities Management Cluster
	Employment and Employability Institute (e2i)	Mr. Gilbert Tan CEO
Industry Association	Environmental Management Association of Singapore (EMAS)	Mr. Tony Chooi President
		Mr. Edy Tan Vice President
		Ms. Sharon Kee Honorary Secretary
		Mr. Kelvin Boo Member
Service Buyers	International Facilities Management Association (Singapore Chapter)	Mr. Michael Ng Vice President
	CapitaLand	Mr. Jason Loy Head, Operations (Singapore), CapitaLand Retail and Group Safety & Security Officer, CapitaLand
	City Developments Limited	Mr. Chia Ngiang Hong Group General Manager
	Town Councils	Mr. Tan Liang Gim General Manager/Secretary, Marine Parade 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)
	Workforce Singapore (WSG)	Ms. Safrah Eusoof Director, Healthcare, Social and Business Services Division
	SkillsFuture Singapore (SSG)	Ms. Loh Gek Khim Director, Industry Development Division 1

ANNEX B: UPDATED LIST OF WSQ TRAINING MODULES (MANDATORY AND CORE) RECOMMENDED AND ENDORSED BY THE TCC UPDATED AS OF MAY 2021

Applicable to All Cleaners for all Cleaning Sub-Sectors (Office & Commercial, F&B Establishments and Conservancy)

Note: The following lists are based on currently available WSQ Modules and will be updated periodically in consultation with TCC.

Cleaning Businesses are advised to enquire with the Approved Training Organisations (ATOs) for the latest available Environmental Cleaning WSQ training modules. For more details, please visit www.myskillsfuture.sg.

Applicable to PWM Job Levels: General Cleaner / Indoor Cleaner / Outdoor Cleaner / Healthcare Cleaner / Restroom Cleaner / Table-Top Cleaner / Dishwasher / Refuse Collector				
TSC Title	**Course Description / Competency Unit**	**TSC Code**	**Proficiency Level**	**PWM Training Requirements**
Workplace Safety and Health Practices Implementation	Comply with Workplace Safety & Health Policies and Procedures	EVS-WSH-1006-1.1	1	Select One (1) Mandatory WSH module
	Supervise Workplace Safety & Health Policies and Procedures	EVS-WSH-3006-1.1	3	
Emergency Response Management	Emergency Response Management Course for Cleaners (Level 2)*	EVS-WSH-2001-1.1	2	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaners (Level 2)*	EVS-WSH-2003-1.1	2	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaners*	EVS-WSH-2002-1.1	2	
Cleaning Chemical Handling	Demonstrate & Apply Understanding of Cleaning Chemicals	EVS-CGO-3001-1.1	3	Select One (1) Core WSQ module
Food Shop Hygiene Maintenance	Clean Food Shops	EVS-CGO-1002-1.1	1	
Furniture and Furnishing Maintenance	Clean Furniture & Furnishings	EVS-CGO-1003-1.1	1	
	Perform Advanced Cleaning of Carpets & Upholstery	EVS-CGO-2003-1.1	2	
Horizontal Surface Maintenance	Perform Basic Cleaning of Hard Floor Surfaces	EVS-CGO-1004-1.1	1	
	Perform Basic Cleaning of Carpets	EVS-CGO-1004-1.1	1	
	Perform Advanced Cleaning of Hard Floor Surfaces	EVS-CGO-2004-1.1	2	
Public Hygiene Maintenance	Perform Manual Cleaning of Escalator, Travellator & Lift Surfaces	EVS-CGO-1005-1.1	1	
	Perform Cleaning of Public Residential Estates (Manual)	EVS-CGO-1005-1.1	1	
	Clean Drains, Scupper Drains & Drop-inlet Chambers	EVS-CGO-1005-1.1	1	
Vertical Surface Maintenance	Clean Vertical Surfaces, Glass & Ceiling	EVS-CGO-1006-1.1	1	

Applicable to PWM Job Levels: General Cleaner / Indoor Cleaner / Outdoor Cleaner / Healthcare Cleaner / Restroom Cleaner / Table-Top Cleaner / Dishwasher / Refuse Collector				
TSC Title	**Course Description / Competency Unit**	**TSC Code**	**Proficiency Level**	**PWM Training Requirements**
Washroom Maintenance	Perform Basic Cleaning of Washrooms	EVS-CGO-1007-1.1	1	
	Perform Advanced Cleaning of Washrooms	EVS-CGO-2007-1.1	2	
Robotics & Automation Application	Robotics & Automation Application (Level 2)*	EVS-TEM-2004-1.1	2	

Applicable to PWM Job Level: Multi-Skilled Cleaner cum Machine Operator				
TSC Title	**Course Description / Competency Unit**	**TSC Code**	**Proficiency Level**	**PWM Training Requirements**
Workplace Safety and Health Practices Implementation	Supervise Workplace Safety & Health Policies and Procedures	EVS-WSH-3006-1.1	3	Select One (1) Mandatory WSH module
Emergency Response Management	Emergency Response Management Course for Cleaners (Level 2)*	EVS-WSH-2001-1.1	2	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaners*	EVS-WSH-2002-1.1	2	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaners (Level 2)*	EVS-WSH-2003-1.1	2	
Cleaning Chemical Handling	Demonstrate & Apply Understanding of Cleaning Chemicals	EVS-CGO-3001-1.1	3	Select One (1) Core WSQ module
Furniture and Furnishing Maintenance	Perform Advanced Cleaning of Carpets & Upholstery	EVS-CGO-2003-1.1	2	
Horizontal Surface Maintenance	Perform Advanced Cleaning of Hard Floor Surfaces	EVS-CGO-2004-1.1	2	
Washroom Maintenance	Perform Advanced Cleaning of Washrooms	EVS-CGO-2007-1.1	2	
Effectiveness Management	Demonstrate & Apply Understanding of Cleaning Methods & Processes	EVS-PDV-3002-1.1	3	
Robotics & Automation Application	Robotics & Automation Application (Level 2)*	EVS-TEM-2004-1.1	2	

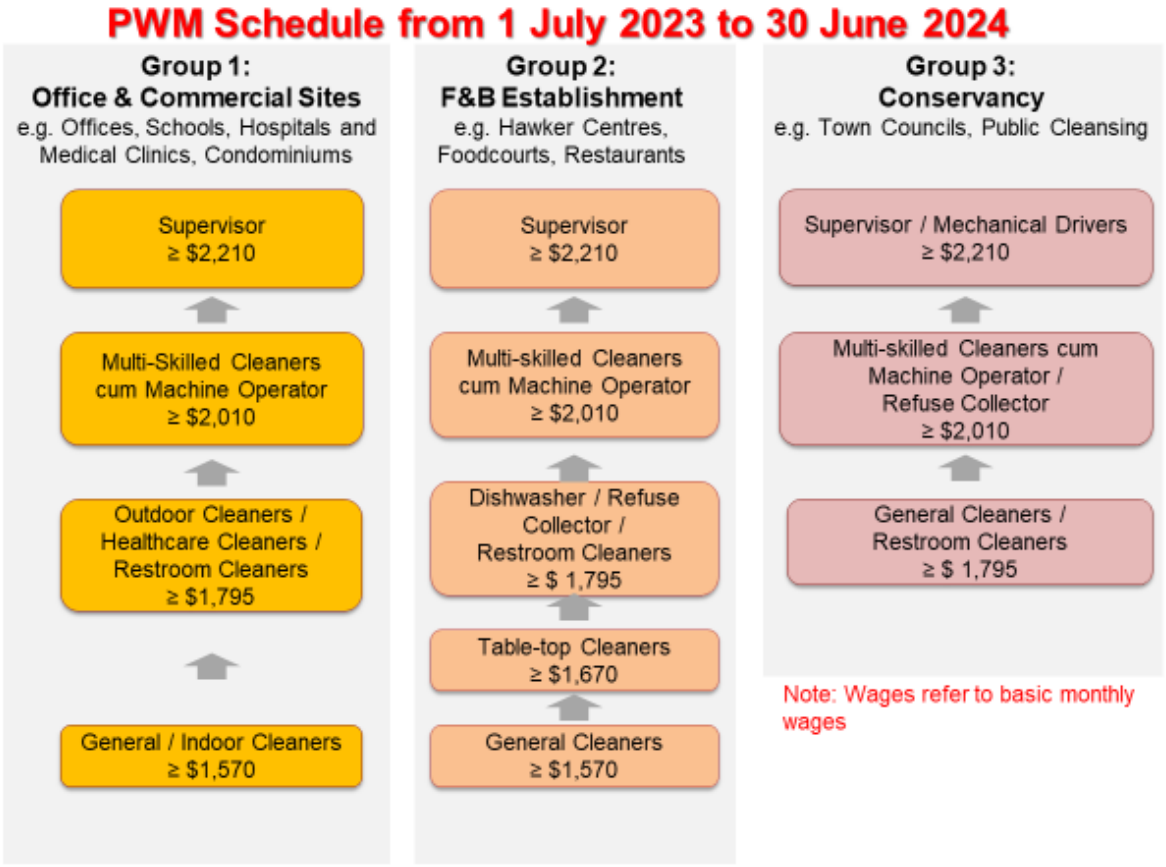
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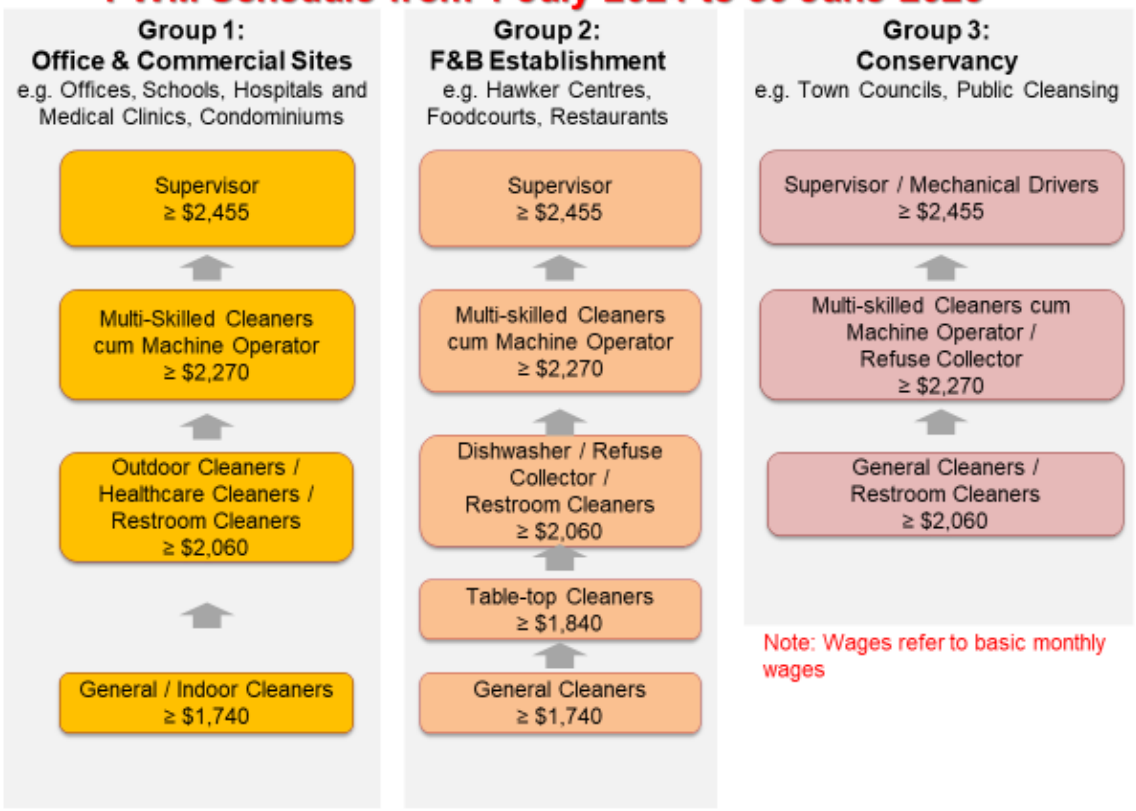
Applicable to PWM Job Levels: Mechanical Driver				
TSC Title	**Course Description / Competency Unit**	**TSC Code**	**Proficiency Level**	**PWM Training Requirements**
Workplace Safety and Health Practices Implementation	Supervise Workplace Safety & Health Policies and Procedures	EVS-WSH-3006-1.1	3	Select One (1) Mandatory WSH module
Emergency Response Management	Emergency Response Management Course for Cleaners (Level 2)*	EVS-WSH-2001-1.1	2	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaners*	EVS-WSH-2002-1.1	2	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaners (Level 2)*	EVS-WSH-2003-1.1	2	
Public Hygiene Maintenance	Perform Mechanical Sweeping of Pavements, Grass Verges and Carparks	EVS-CGO-2005-1.1	2	Select One (1) Core WSQ module
	Perform Mechanical Sweeping of Expressways, Roads and Streets	EVS-CGO-2005-1.1	2	
	Perform Cleaning of Public Residential Estates (Mechanical)	EVS-CGO-2005-1.1	2	
Robotics & Automation Application	Robotics & Automation Application (Level 2)*	EVS-TEM-2004-1.1	2	
Waste Collection Management	Operate Waste Collection Vehicle to Collect Waste*	EVS-WMO-2002-1.1	2	

Applicable to PWM Job Level: Supervisor				
TSC Title	**Course Description / Competency Unit**	**TSC Code**	**Proficiency Level**	**PWM Training Requirements**
Workplace Safety and Health Practices Implementation	Supervise Workplace Safety & Health Policies and Procedures	EVS-WSH-3006-1.1	3	Select One (1) Mandatory WSH module
Emergency Response Management	Emergency Response Management Course for Cleaning Supervisors*	EVS-WSH-3001-1.1	3	
Incident & Accident Investigation	WSH Incident Investigation Course for Cleaning Supervisors*	EVS-WSH-3002-1.1	3	
Workplace Safety & Health Culture Development	WSH Culture Development Course for Cleaning Supervisors*	EVS-WSH-3003-1.1	3	
Workplace Safety & Health Performance Management	Workplace Safety & Health Performance Management Course for Cleaning Supervisors*	EVS-WSH-2004-1.1	2	
Cleaning Chemical Handling	Demonstrate & Apply Understanding of Cleaning Chemicals	EVS-CGO-3001-1.1	3	Select One (1) Core WSQ module
Effectiveness Management	Implement Work Plans & Monitor Performance	EVS-PDV-3002-1.1	3	
Equipment & Inventory Management	Manage Inventory	EVS-EQM-3001-1.1	3	
Customer Management	Manage Operations for Service Excellence	EVS-CFC-3005-1.1	3	
	Supervise Service Operations	EVS-CFC-3005-1.1	3	

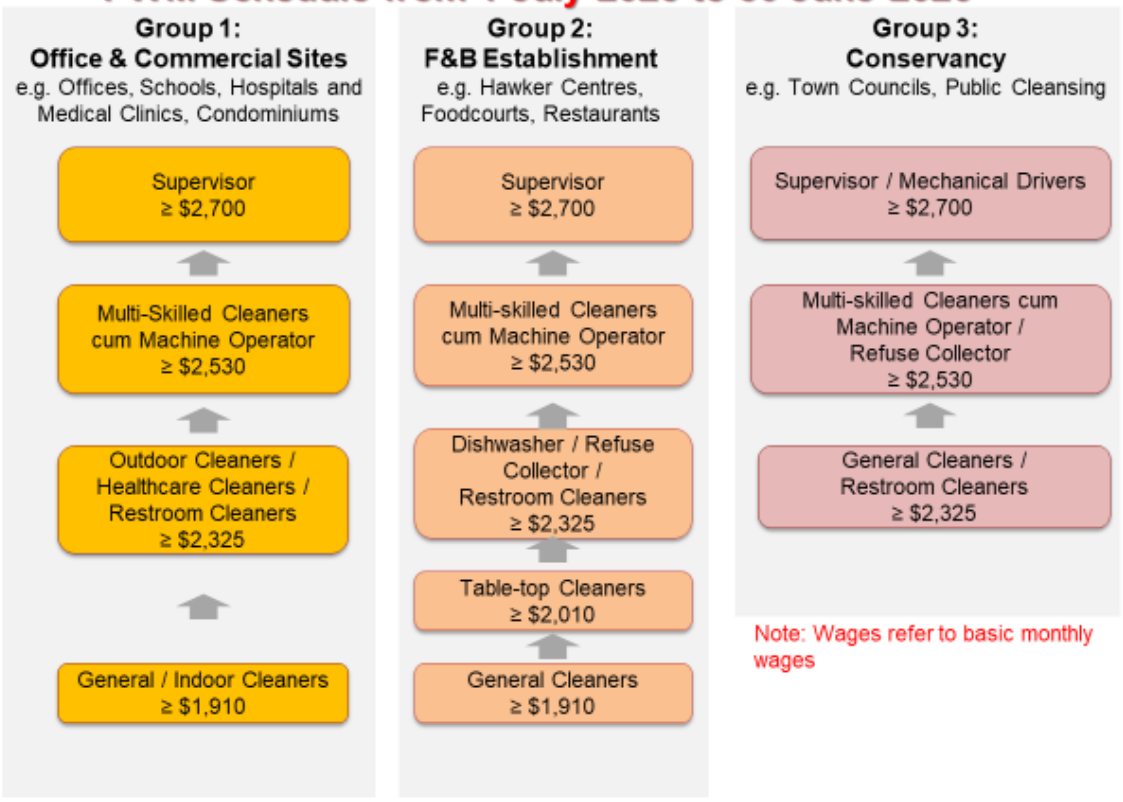
**new modules added*

ANNEX C: ENHANCED PWM WAGE LADDER FROM 1 JULY 2023 TO 30 JUNE 2029



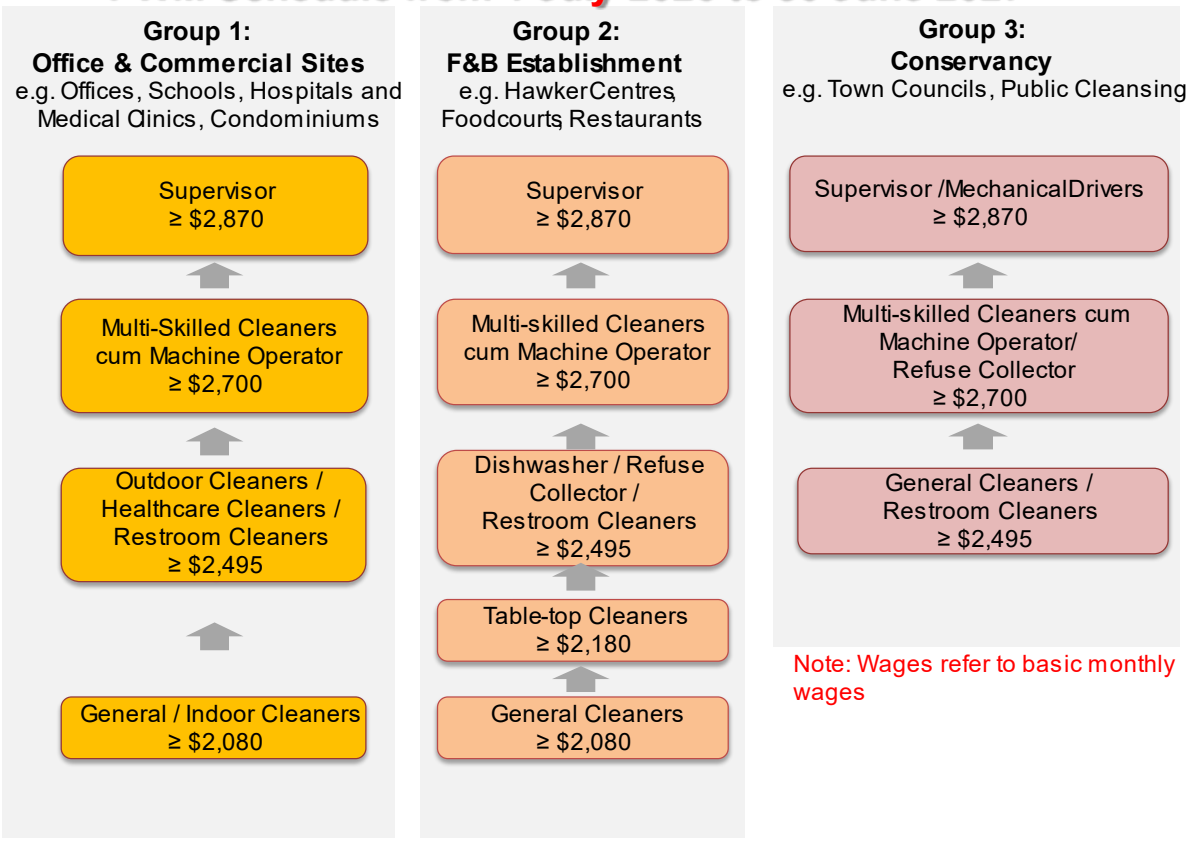


PWM Schedule from 1 July 2025 to 30 June 2026



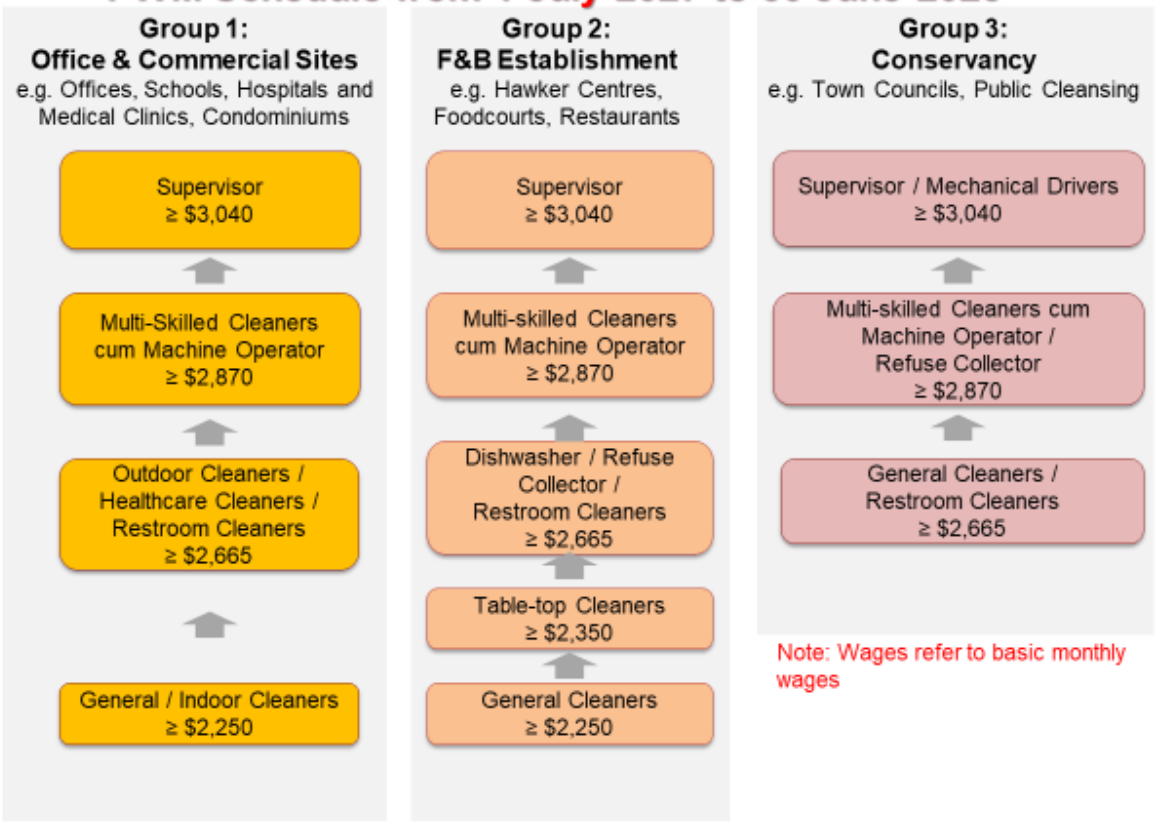
Note: Wages refer to basic monthly wages

PWM Schedule from 1 July 2026 to 30 June 2027



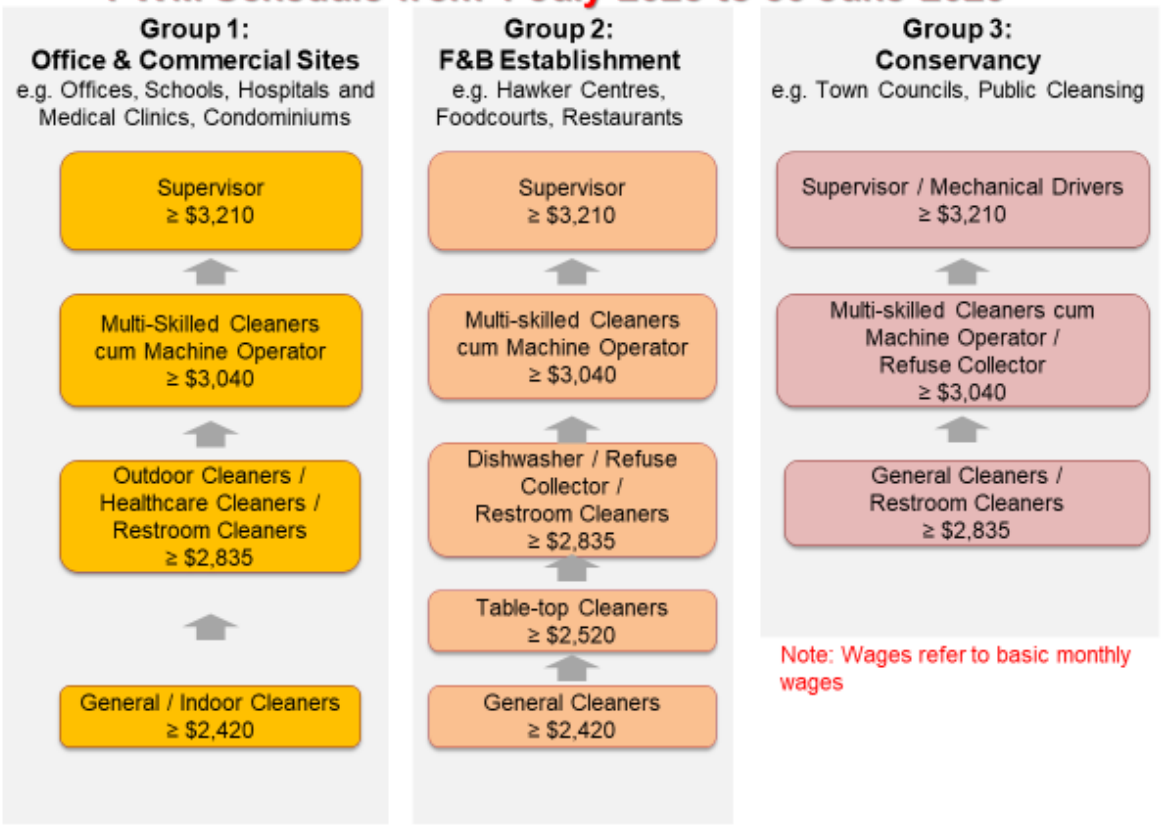
Note: Wages refer to basic monthly wages

PWM Schedule from 1 July 2027 to 30 June 2028



Note: Wages refer to basic monthly wages

PWM Schedule from 1 July 2028 to 30 June 2029



Note: Wages refer to basic monthly wages