## SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
### TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Cleaning Operations</th>
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</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Horizontal Surface Maintenance</td>
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<tr>
<td>TSC Description</td>
<td>Maintain the cleanliness and hygiene of the various forms of horizontal surfaces in a safe manner</td>
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### TSC Proficiency Description

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
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</thead>
<tbody>
<tr>
<td>EVS-CGO-1004-1.1</td>
<td>EVS-CGO-2004-1.1</td>
<td>EVS-CGO-3004-1.1</td>
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- **Follow processes and procedures on cleaning of horizontal surfaces**
- **Apply cleaning of horizontal surfaces using the appropriate mechanical devices**
- **Supervise and review the cleaning processes and procedures of horizontal surfaces**

### Knowledge

- Dust, debris, soilage and spillage removal methods on hard floor surfaces and carpets
- Appropriate Personal Protective Equipment (PPE) for cleaning different types of flooring and carpets
- Organisational procedures relating to cleaning the hard floors and carpets
- Different types of safety signages
- Types and characteristics of the different tiles and finishings on the hard floors
- Characteristics of carpets
- Types of receptacles and/or racks and their uses
- Types of tools, equipment and supplies to perform cleaning of hard flooring and carpets
- Public Utilities (Water Supply) Regulation 39
- Types of mechanical devices to polish and/or shampoo hard floor surfaces and/or carpets
- Organisational procedures relating to polishing and/or shampooing hard floor surfaces and/or carpets
- Types and characteristics of the different tiles and finishings on the hard floors
- Appropriate Personal Protective Equipment (PPE) for polishing or shampooing different types of floor tiles or finishes or carpets using mechanical devices
- Different Types of safety signages
- Types and proper uses of cleaning tools, equipment and supplies
- Types of commonly-used cleaning chemicals and their colour coding for cleaning hard floor surfaces and/or carpets
- Workplace Safety and Health (WSH) Act
- Public Utilities (Water Supply) Regulation 39
- Methods to remove dust, debris, soilage and spillage for hard floor surfaces and carpets
- Workplace Safety and Health (WSH) Act
- Types of Personal Protective Equipment (PPE) for cleaning and polishing of hard floor surfaces and shampooing carpets
- Environmental Public Health Act
- Environment Protection and Management Act
- Types of automated mechanical devices that may assist to improve cleaning and polishing and/or shampooing services
- Organisational reporting procedures
- Basic first-aid procedures
- Public Utilities (Water Supply) Regulation 39

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Abilities

- Collect assigned tools, equipment and supplies and place them on rack and/or receptacles
- Use allocated PPE to perform cleaning of the assigned hard floor surfaces and/or carpet
- Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings.
- Perform cleaning and/or vacuuming of hard floor surfaces or carpet in accordance with organisational procedures and guidelines
- Ensure waste collected at waste-holding area are secured in its containers
- Replenish consumables cleaning supplies used for cleaning the hard floor surfaces and carpet when necessary to ensure smooth operation of cleaning services provided
- Inform appropriate person or supervisor when work activities cannot be carried out
- Identify the appropriate mechanical device for cleaning or polishing the assigned floor surfaces or shampooing the carpet
- Select the appropriate PPE to perform cleaning or polishing of the hard floor surfaces with the use of the selected mechanical device or for shampooing the carpet
- Perform cleaning and/or polishing of floor surfaces or shampooing of carpets using mechanical devices in accordance with organisational procedures and device manufacturer’s instructions
- Perform routine maintenance and checks on the mechanical device selected to ensure safe operation of the device
- Display the appropriate safety signage at designated area during the course of cleaning the surroundings
- Replenish consumables cleaning supplies used to ensure smooth cleaning operations with minimum delay
- Inform appropriate person or supervisor when work activities cannot be carried out
- Return the mechanical device used after completion of assigned work
- Communicate assigned cleaning or polishing or shampooing tasks for the day to staff
- Allocate appropriate PPE to staff in accordance with the tasks assigned
- Monitor staff to perform cleaning or polishing or shampooing services in accordance with regulatory guidelines and organisational procedures
- Monitor staff to ensure the various types of waste are disposed of in accordance with organisational guidelines
- Allocate consumables cleaning supplies to ensure there are sufficient consumables for smooth operation of the cleaning and polishing or shampooing services provided
- Assist or guide staff in performing basic first-aid when necessary
- Monitor and review services provided to improve cleaning and/or polishing and/or shampooing services
- Report higher management when accidents occur
- Assist in incident investigations

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