

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

<b>TSC Category</b>	Cleaning Operations					
<b>TSC</b>	Horizontal Surface Maintenance					
<b>TSC Description</b>	Maintain the cleanliness and hygiene of the various forms of horizontal surfaces in a safe manner					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>EVS-CGO-1004-1.1</b>	<b>EVS-CGO-2004-1.1</b>	<b>EVS-CGO-3004-1.1</b>			
	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			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Dust, debris, soilage and spillage removal methods on hard floor surfaces and carpets</li> <li>Appropriate Personal Protective Equipment (PPE) for cleaning different types of flooring and carpets</li> <li>Organisational procedures relating to cleaning the hard floors and carpets</li> <li>Different types of safety signages</li> <li>Types and characteristics of the different tiles and finishings on the hard floors</li> <li>Characteristics of carpets</li> <li>Types of receptacles and/or racks and their uses</li> <li>Types of tools, equipment and supplies to perform cleaning of hard flooring and carpets</li> <li>Public Utilities (Water Supply) Regulation 39</li> </ul>	<ul style="list-style-type: none"> <li>Types of mechanical devices to polish and/or shampoo of hard floor surfaces and/or carpets</li> <li>Organisational procedures relating to polishing and/or shampooing hard floor surfaces and/or carpets</li> <li>Types and characteristics of the different tiles and finishings on the hard floors</li> <li>Appropriate Personal Protective Equipment (PPE) for polishing or shampooing different types of floor tiles or finishes or carpets using mechanical devices</li> <li>Different Types of safety signages</li> <li>Types and proper uses of cleaning tools, equipment and supplies</li> <li>Types of commonly-used cleaning chemicals and their colour coding for cleaning hard floor surfaces and/or carpets</li> <li>Workplace Safety and Health (WSH) Act</li> <li>Public Utilities (Water Supply) Regulation 39</li> </ul>	<ul style="list-style-type: none"> <li>Methods to remove dust, debris, soilage and spillage for hard floor surfaces and carpets</li> <li>Workplace Safety and Health (WSH) Act</li> <li>Types of Personal Protective Equipment (PPE) for cleaning and polishing of hard floor surfaces and shampooing carpets</li> <li>Environmental Public Health Act</li> <li>Environment Protection and Management Act</li> <li>Types of automated mechanical devices that may assist to improve cleaning and polishing and/or shampooing services</li> <li>Organisational reporting procedures</li> <li>Basic first-aid procedures</li> <li>Public Utilities (Water Supply) Regulation 39</li> </ul>			

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<p><b>Abilities</b></p>	<ul style="list-style-type: none"> <li>• Collect assigned tools, equipment and supplies and place them on rack and/or receptacles</li> <li>• Use allocated PPE to perform cleaning of the assigned hard floor surfaces and/or carpet</li> <li>• Display the appropriate safety signage at designated area to prevent accidents during the course of cleaning the surroundings.</li> <li>• Perform cleaning and/or vacuuming of hard floor surfaces or carpet in accordance with organisational procedures and guidelines</li> <li>• Ensure waste collected at waste-holding area are secured in its containers</li> <li>• Replenish consumables cleaning supplies used for cleaning the hard floor surfaces and carpet when necessary to ensure smooth operation of cleaning services provided</li> <li>• Inform appropriate person or supervisor when work activities cannot be carried out</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the appropriate mechanical device for cleaning or polishing the assigned floor surfaces or shampooing the carpet</li> <li>• 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</li> <li>• 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</li> <li>• Perform routine maintenance and checks on the mechanical device selected to ensure safe operation of the device</li> <li>• Display the appropriate safety signage at designated area during the course of cleaning the surroundings</li> <li>• Replenish consumables cleaning supplies used to ensure smooth cleaning operations with minimum delay</li> <li>• Inform appropriate person or supervisor when work activities cannot be carried out</li> <li>• Return the mechanical device used after completion of assigned work</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate assigned cleaning or polishing or shampooing tasks for the day to staff</li> <li>• Allocate appropriate PPE to staff in accordance with the tasks assigned</li> <li>• Monitor staff to perform cleaning or polishing or shampooing services in accordance with regulatory guidelines and organisational procedures</li> <li>• Monitor staff to ensure the various types of waste are disposed of in accordance with organisational guidelines</li> <li>• Allocate consumables cleaning supplies to ensure there are sufficient consumables for smooth operation of the cleaning and polishing or shampooing services provided</li> <li>• Assist or guide staff in performing basic first-aid when necessary</li> <li>• Monitor and review services provided to improve cleaning and/or polishing and/or shampooing services</li> <li>• Report higher management when accidents occur</li> <li>• Assist in incident investigations</li> </ul>			
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