National Environment Agency
Safeguard · Nurture · Cherish

40 Scotts Road #13-00
Environment Building
Singapore 228231
www.nea.gov.sg

LICENCE ISSUED UNDER

THE ENVIRONMENTAL PUBLIC HEALTH ACT 1987

THE ENVIRONMENTAL PUBLIC HEALTH (GENERAL WASTE COLLECTION) REGULATIONS

Name of Licensee :
CREATESOFT GROUP PTE. LTD.

Licence No. :
A-16-014X-000

Address :
53 TAMPINES INDUSTRIAL AVENUE 5
T5 @ TAMPINES
SINGAPORE 528636

NRIC/CO. Certificate No.:
198803502K

Type of Licence : General Waste Collector (CLASS A)

LICENCE FEE : $195.00

DATE OF EXPIRY : 08/11/2026

* Payment by GIRO

PAYMENT DATE : 19/09/2025

GENERAL WASTE COLLECTOR'S LICENCE

(1) THIS LICENCE IS ISSUED IN ACCORDANCE WITH AND SUBJECT TO THE ENVIRONMENTAL PUBLIC HEALTH ACT 1987, THE ENVIRONMENTAL PUBLIC HEALTH (GENERAL WASTE COLLECTION) REGULATIONS AND THE CONDITIONS OF LICENCE STATED OVERLEAF.

(2) THE LICENSEE SHALL TAKE ALL ACTION, FULFIL ALL CONDITIONS AND DO ALL THINGS REQUIRED TO BE DONE (INCLUDING THE OBTAINING OF ANY NECESSARY CONSENT FROM RELEVANT GOVERNMENT AUTHORITIES OF RELEVANT COUNTERPARTS) SO AS TO ENABLE IT TO LAWFULLY ENTER INTO, PERFORM AND COMPLY WITH ITS OBLIGATIONS UNDER THIS LICENCE.

23/09/2025
DATE OF ISSUE

for DIRECTOR
DEVELOPMENT CONTROL AND LICENSING DIVISION

CONDITIONS OF LICENCE

1. Unless stated otherwise or the context otherwise requires, all terms shall have the same meanings as used in the Environmental Public Health Act 1987 and the Environmental Public Health (General Waste Collection) Regulations (Rg. 12).

1A. The Director-General has the right, in the public interest, to make modifications to any condition of this licence or add new conditions during the period to which this licence relates.

2. The licensee hereby represents and warrants that all information and/or documents furnished and supplied for the purposes of applying for this licence is true and accurate.

3. The licensee shall collect waste from residential enclaves only between 7am to 7pm unless written permission is otherwise obtained from the National Environment Agency (NEA). Applications for collections outside these hours are to be sent through NEA's online feedback form.

4. The licensee shall take all necessary measures to ensure that:
   a. No vehicle shall fall into the refuse bunker when discharging waste at disposal sites.
   b. All bins (including open top containers and compactors) are properly secured and do not fall off from vehicles when discharging refuse at disposal sites.
   c. SS EN840/EN 12574-compliant refuse and recycling bins are used and provided, for the storage of refuse and recyclables, in providing their services.

5. The licensee shall, at a frequency stipulated by the Agency, ensure that all vehicles, bins and equipment are inspected by a competent workshop and certified by a qualified person as being roadworthy and in a fit condition to collect, transport and dispose of waste at disposal facilities and be affixed with a certification label.

6. The licensee shall ensure that the tippers, open lorries and bins are not overly filled with refuse and that the refuse is securely covered.

6A. Without prejudice to the generality of licence condition 6 above, the licensee shall:
   i. ensure that all Rear End Loader trucks are fitted with a mechanical cover and used when travelling along major roads.
   ii. ensure that Open Top Containers ("OTCs") are of the approved size and do not exceed 3.7 metres in total height, when carried on hooklift-mounted trucks; and
   iii. a reversing camera is fitted on all hooklift-mounted trucks, with live feed into driver's cabin during reversing.
   iv. a 360 degree camera system be fitted on all Rear End Loader trucks, with live feed into driver's cabin, when rendering waste collection services.

7. The licensee shall maintain the vehicle(s), equipment and bins in a clean and good working condition and keep records of all transactions.

8. The licensee shall inform the Agency immediately if there are any changes in the locations at which recyclables are disposed.

9. Deleted and intentionally left blank.

10. The licensee shall ensure that all Class "C" waste collected is disposed of at Water Reclamation Plants as directed by the Public Utilities Board.

11.* The licensee shall ensure that drivers and crew have been trained and certified under the Singapore Workforce Skills Qualifications ("WSQ") framework for the Waste Management Industry.

12.* The licensee shall maintain proper records and provide a copy of all WSQ qualifications received by drivers and crew when the licence is renewed or whenever demanded by the Agency.

13. The licensee shall make the required contributions to MediSave as required under the Central Provident Fund Act 1953.

14. This licence is not transferable except with the prior written approval of Director-General or his permitted delegates, approval of which may or may not be granted.

15. The licensee shall not contravene any provisions of the Workplace Safety and Health Act 2006 (or its regulations) or the Code of Practice for General Waste Collectors.

15A. In the event that the licensee and/or its employee or assistant is investigated for any contravention of the Environmental Public Health Act 1987, the Environmental Public Health (General Waste Collection) Regulations, the Workplace Safety and Health Act 2006 (or its regulations) or the Code of Practice for General Waste Collectors, the Director-General may suspend the licence without providing compensation or prior notice, provided that the duration of the suspension does not extend beyond what is reasonable to conclude investigations.

16. Within two weeks after each calendar quarter, Class “B.1” licensees, defined as Used Cooking Oil (UCO) collectors, shall submit a declaration stating the (i) name and address of the food establishments from where the UCO was collected (ii) amount (in tonnes) of UCO collected from each premises, per month (iii) dates of UCO disposed/exported and the amount (in tonnes) (iv) name and address of the companies/premises where the UCO is being disposed/exported, and (v) intended use of disposed/exported UCO.

17. In the event that the licensee and/or its employee or assistant breaches any of the conditions of this licence, the Director-General may suspend or cancel this licence. In lieu or in addition to such suspension or cancellation, the Director-General may impose the financial penalties listed in the following table:

Financial Penalties	
Breach of Licence Condition	**Financial penalty**
Condition (4a)	$2000 per breach
Condition (4b)	$1000 per breach
Condition (6) and (10)	$700 per breach
Any other Licence Condition	$500 per breach

***License Conditions (11) and (12) are not applicable to Class "B.1" General Waste Collectors**

18. (i) Without prejudice to any requirement under the Act, the licensee shall not import hazardous waste or other waste, as defined under the Hazardous Waste (Control of Export, Import and Transit) Act 1997 (the “HWA”), unless the licensee is the holder of an import permit granted thereunder.

(ii) The licensee shall not receive hazardous waste or other waste, as defined under the Hazardous Waste (Control of Export, Import and Transit) Act 1997 (the “HWA”) and that has been imported into Singapore, except from a person who, at the point of import of such waste, was the holder of an import permit granted under the HWA.