National Environment Agency
Safeguard • Nurture • Cherish

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

TWCL20210008

18/11/2025

CREATESOFT GROUP PTE. LTD.
53 TAMPINES INDUSTRIAL AVENUE 5
T5 @ TAMPINES
SINGAPORE 528636

Attn: Mdm TAN LEE KOON

Dear Sir / Madam

APPROVAL OF TOXIC INDUSTRIAL WASTES COLLECTOR'S LICENCE

We refer to your application for the toxic industrial waste collector's licence. We are pleased to inform you that your application has been approved and your Toxic Industrial Waste Collector's Licence No. TWCL20210008 is attached.

Yours faithfully,



NG MUN YEE
for DIRECTOR
DEVELOPMENT CONTROL AND LICENSING DIVISION

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LICENCE ISSUED UNDER
THE ENVIRONMENTAL PUBLIC HEALTH ACT 1987
THE ENVIRONMENTAL PUBLIC HEALTH (TOXIC INDUSTRIAL WASTE) REGULATIONS

Name of Licensee
CREATESOFT GROUP PTE. LTD.

Licence No: **TWCL20210008**

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

CO.Certificate No.: **198803502K**

Type of Licence: Toxic Industrial Waste Collector

SPECIAL CONDITIONS FOR TOXIC INDUSTRIAL WASTE

1. The licensee shall only receive or accept the following:

Please see attached Annex A.

2. The toxic industrial waste only be stored, reprocessed, used, treated or disposed of in approved disposal facility located at:

Please see attached Annex B.

3. Other Licensing Conditions:-

Please see attached Annex C.



18/11/2025
DATE OF ISSUE

NG MUN YEE
for DIRECTOR - DEVELOPMENT CONTROL AND LICENSING DIVISION

THE LICENCE IS NOT VALID UNLESS SUPPORTED BY A VALID RECEIPT BELOW

Receipt:
Licence No: **TWCL20210008**

Fee: $0
WAIVED

Certificate No: 198803502K
Expiry Date: **08/11/2026**
Payment Date:

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Annex A to Licence No. TWCL20210008

CREATESOFT GROUP PTE. LTD.
The licensee shall only receive or accept the following:

53 TAMPINES INDUSTRIAL AVENUE 5 T5 @ TAMPINES SINGAPORE 528636

1. Waste Lead-acid batteries, whole or crushed

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Annex B to Licence No. TWCL20210008

CREATESOFT GROUP PTE. LTD.
The toxic industrial waste only be stored, reprocessed, used, treated or disposed of in approved disposal facility located at:

1. 53 TAMPINES INDUSTRIAL AVENUE 5
   T5 @ TAMPINES
   SINGAPORE 528636

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Annex C to Licence No. TWCL20210008

CREATESOFT GROUP PTE. LTD.
Other Licensing Conditions:-

Common Conditions

1. All toxic industrial wastes shall be processed within 3 months from the date of collection.
2. Toxic industrial wastes shall only be stored under shelter within your premises. No storage of toxic industrial wastes in the open is allowed.
3. Toxic industrial wastes collected shall be treated in accordance with the method approved during licence application/inclusion.
4. Incineration of toxic industrial wastes shall comply with the latest edition of the Guidelines for Special Waste Incinerators (for collector installed with incinerator).
5. Storage and transportation of toxic industrial wastes shall conform to the latest version/ edition of the following Code of Practice and Singapore Standard: a) Singapore Standard SS 603: 2021 Code of Practice for Hazardous Waste Management; b) Singapore Standard SS 586: Part 1: 2021 Specification for Hazard Communication for Hazardous Chemicals and Dangerous Goods.
6. All your drivers and the drivers of your carriers/transporters are required to possess a valid Hazmat Transport Driver Permit (HTDP) issued by SCDF to transport liquid toxic industrial wastes (e.g. Class 3 and Class 8 liquids).
7. In the event of an incident which occurred at your approved premises or during transportation related to toxic industrial waste, such as major breakdown of the treatment facilities, fire break out at the premises, accident on the road etc, the sole-proprietor/partner/director of your company shall immediately notify the NEA Call Centre at 6225 5632 on the time, location and nature of the incident, chemicals involved and casualties (if any); Also, as soon as practicable, the sole-proprietor/partner/director shall furnish to the National Environment Agency (NEA)-Pollution Control Division 1 (PCD1), a detailed report in writing - a) as to the circumstances of the incident; b) the immediate actions and mitigating measures taken by him and the measures taken to restore the affected areas to normalcy; and c) the measures taken by him to prevent a recurrence of a similar incident.
8. Your company shall maintain and submit to NEA-Pollution Control Division 1 (PCD1) an up-to-date Emergency Response Plan (ERP) upon any changes to your company's waste handling process or hazardous substances storage locations within the premises. The ERP shall detail the response measures and Standard Operating Procedures that the company's emergency response team will initiate, following the onset of an incident. The ERP shall also take into consideration the response and mitigation actions to be taken for both chemical spillage and fire incidents, including the containment measures for fire-fighting water.
9. Your company shall file your monthly returns on the inventory of toxic industrial waste handled/stored on-site through GoBusiness (https://gobusiness.gov.sg/licences/). The monthly returns for the particular month shall be filed in the system no later than the 7th of the subsequent month.

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10. No export of hazardous wastes under the Basel Convention or waste controlled by importing countries' competent authorities is allowed without prior approval from NEA-Pollution Control Division 1 (PCD1).

11. Empty containers containing residues collected shall be in accordance with the agreed specific residues during licence application / inclusion (for collector installed with container washing facility).

12. If your premises meets the relevant criteria prescribed under the Fire Safety Act 1993, your company shall ensure that its Fire Certificate (FC) and documentation relating to the appointment of a Fire Safety Manager (FSM) and Company Emergency Response Team (CERT) are up to date. Upon the occurrence of any changes to its appointments or fire safety processes, your company shall immediately submit the amended or updated documentation or certification to SCDF and Chemical Control and Management Department (CCMD) of NEA. Notwithstanding the provision of the documentation and certification specified above, your company shall also submit an up-to-date Fire Safety Certificate (FSC) when renewing this licence if necessary.

Used Lead Acid Batteries

1 . All waste lead acid batteries shall only be supplied/sold to licensed toxic industrial waste collectors, or exported to overseas recovery facilities under Basel Permit requirements.