

# **The Cleaning Accountability Framework: Code of Conduct**

## **Introduction**

The Cleaning Accountability Framework (CAF) has been developed to recognise best-practice labour and cleaning standards, and support the responsible contracting of cleaning services by all types of organisations. The Framework builds upon the work industry stakeholders have undertaken to promote the uptake of fair contracting principles by property owners and the provision of decent labour standards by cleaning contractors in the property services supply chain. The Framework enables the best performers in the industry to be recognised.

This code of conduct articulates the principles of behaviour expected of stakeholders in the industry. In developing this code, the Framework Steering Committee has drawn upon relevant existing codes and industry standards.

## **Scope and Purpose of This Code**

This code of conduct has been developed by the Cleaning Accountability Framework Steering Committee with the intention that it be adopted as best practice by all property services industry stakeholders. The code presupposes that stakeholders will meet all of their minimum legal obligations as set out under the relevant legislative instruments and guidelines. The code builds on legislation by outlining the key principles of best-practice labour and cleaning standards.

The purpose of this code is to articulate and communicate expected behaviours of stakeholders in the property services supply chain. The provisions within the code of conduct are applicable to all stakeholders in the industry including property owners and managers, government, cleaning contractors, unions and cleaning staff.

## **The Code of Conduct**

This code of conduct sets out principles of best-practice and it is the responsibility of all stakeholders, including property owners and managers, government, cleaning contractors, unions and cleaning staff to ensure that:

- a. All stakeholders who participate in the industry are treated decently and with respect and the workplace is free of violence, harassment and bullying;
- b. The workplace is free of discrimination, with equal opportunity for everyone regardless of race, nationality, ethnic origin, gender, age, sexual orientation, marital status, disability, industrial activity, union membership or religion;
- c. Freedom of association and the right to collectively bargain are respected;
- d. Grievance procedures through which issues can genuinely be raised are accessible and communicated to employees;
- e. Working conditions are safe and hygienic and in compliance with relevant work health & safety laws. Employees are provided with relevant and ongoing training, supervision, materials and properly maintained equipment to enable them to perform their job safely and efficiently;
- f. Employee workloads are reasonable and employee performance indicators are reasonable, measurable and communicated;
- g. Stakeholders who provide wages and working conditions to employees that are over and above minimum standards are recognised as best practice;
- h. Sub-contracting, if carried out, is done so in compliance with contract conditions and the employment conditions provided to subcontracted staff are no less favourable than those provided to directly employed staff under the conditions set out in the principal contract;

- i. The contract price paid (including hourly wage rates) is sufficient to enable contractors to meet all of their obligations, including providing wages and working conditions in line with the specified industrial instrument and relevant legislation; and
- j. Recognition is made of stakeholders who are committed to sustainability, including the development, implementation and continual improvement of sustainable practices within cleaning services contracts.

### **Relevant Legislative Instruments, Guidelines and Codes**

The relevant legislative instruments, guidelines and codes considered in the development of this code include:

- Fair Work Act 2009
- Enterprise Bargaining Agreements made under the Fair Work Act (e.g. Clean Start Collective Agreement 2009)
- Cleaning Services Award 2010
- Work Health and Safety Act 2011 (Federal) and all other relevant State and Territory Workers Compensation Acts
- Safety, Rehabilitation and Compensation Act 1988 and all other relevant State and Territory Workers Compensation Acts
- Superannuation Industry (Supervision) Act 1993
- Migration Act 1958
- Commonwealth Cleaning Guidelines
- Australian Government Fair Work Principles 2009 and Fair Work Principles User Guide 2012
- SHARE responsible Property Owners Code
- Property Council of Australia Principles of Fair Contracting
- Shopping Centre Council of Australia Code of Conduct for Fair Service Provision in Shopping Centres

### **Monitoring of this Code of Conduct**

Organisations that contract cleaning services have a responsibility and a right to monitor compliance of cleaning contractors against the principles outlined in this code. Their contractual provisions should make specific mention of this code of conduct.

The Cleaning Accountability Framework reserves the right to validate the performance of any stakeholder that has committed to implementing the principles outlined in this code, including property owners and managers, cleaning contractors, unions and cleaning staff.