



CLEANING ACCOUNTABILITY FRAMEWORK

Standard	Purpose	
1. Labour	1A) Labour – Wages and Conditions	This Standard assesses compliance with the Fair Work Act and any applicable industrial award or enterprise bargaining agreement; and all record-keeping and pay slip obligations. It also assesses compliance with tax and superannuation obligations relating to the employment of cleaners.
	1B) Labour – Job Security	This Standard aims to promote job security for cleaners and reduce labour turnover at change of contract. It seeks to ensure that cleaners do not lose their job as a result of a change of contract. This involves: <ol style="list-style-type: none"> 1. Notifying cleaners as soon as practicable that a contract has been terminated or is due to expire. 2. Offering all cleaners continued employment at the building (by the Incoming Contractor). 3. Where cleaners do not choose to continue working at the building, offering similar/equivalent work at another building or providing mandatory payment of redundancy to those employees who do not accept the offer of redeployment (by the Outgoing Contractor).
	1C) Labour – Right to Work in Australia	This Standard provides verification that workers have the right to work in Australia and are working in compliance with their visa conditions where applicable.
2. Responsible Contracting	2A) Responsible Contracting – Pricing	This Standard aims to promote transparency and ethical pricing of cleaning contracts. CAF has determined benchmarks for productivity rates and on-costs. This is to assess whether the contract is sufficient to enable cleaners (including employees of any subcontractors) to work within safe productivity levels, and ensure payment of at least minimum wages and entitlements.
	2B) Responsible Contracting – Subcontracting	This Standard aims to ensure responsible and transparent subcontracting where applicable. This involves assessment of subcontractor lists and records, prevention of sham contracting, and compliance with the Taxable Payment Reporting System and any state-based Labour Hire Licensing schemes operational in the local jurisdiction.
	2C) Responsible Contracting – Transparency	This Standard assesses transparency with regard to the auditing and worker engagement process so that compliance with the CAF Standards can be verified.

Standard

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3. Workplace Health and Safety

This Standard aims to ensure a safe working environment is provided for cleaners. It assesses compliance with Workplace Health and Safety legislation, and workers' compensation and public liability insurance obligations. This Standard also assesses policies and procedures relating to inductions and training, and bullying and harassment.

4. Financial Viability

This Standard assesses whether appropriate financial viability checks have been undertaken by the Owner/Manager when engaging the Cleaning Contractor at the building. The purpose of this Standard is to ensure that cleaners and the Building Owner/Manager can have confidence in the financial viability and responsibility of the Cleaning Contractor, and to ensure that reputable Cleaning Contractors are competing on a level playing field.

5. Worker Engagement

5A) Worker Engagement – Education and Consultation

This Standard assesses whether cleaners have been sufficiently educated about and involved in the CAF certification process, and are able to provide reliable verification that their workplace is complying with the CAF Standards.

This occurs in the following ways:

1. Cleaners attend a minimum of two paid meetings per annum. At the first meeting, which requires the engagement of all stakeholders, cleaners are educated about the *CAF 3 Star Standard* and given the opportunity to provide feedback via a survey on working conditions at the building. The follow-up meeting involves cleaners, CAF and United Voice, and provides an opportunity for cleaners to speak without employers present.
2. Cleaners nominate a CAF Representative for their building. The CAF Representative receives training by the union to equip them with a good knowledge of cleaners' employment rights and how to advocate on behalf of other cleaners. The CAF Representative monitors the building's ongoing compliance with the CAF Standards.
3. Stakeholders at the building have access to a *CAF Compliance Register*, where they can report issues relating to the CAF Standards, and also see whether and how they are being resolved.
4. Cleaners are directly involved in determining a building's compliance with the CAF Standards.

5B) Worker Engagement – Freedom of Association

This Standard aims to ensure that cleaners have the right to freedom of association, with all stakeholders at the building recognising and upholding the rights of cleaners to join and be represented by a union, without hindrance or discrimination.

This Standard recognises the role of union membership in promoting safe workplaces and compliance with labour Standards.

6. Remediation

This Standard aims to ensure accountability with the CAF Standards throughout the supply chain by ensuring all relevant stakeholders play an active role in investigating and resolving compliance issues both during the certification process and throughout the certification period.