

# Supplementary Guide to the Cleaning Accountability Framework Building Certification Scheme - Tenants



## Background

The Cleaning Accountability Framework (CAF) is an independent multi-stakeholder organisation comprised of representatives from the property and cleaning services industry supply chain.

CAF's objective is to identify and recognise best practice tendering and compliance approaches in the cleaning industry that support quality-focused cleaning services, fair wages and decent labour standards.

CAF acknowledges that all participants (cleaning contractors, tenants, building managers, property owners and investors, and cleaners and their representatives) in cleaning supply chains have an active role to play in lifting standards in the cleaning industry.

CAF promotes:

- the rights of cleaners;
- transparent and accountable cleaning supply chains;
- sustainable business models; and
- responsible contracting practices.

We do this through the CAF Certification Scheme, which recognises and rewards best practice in the cleaning industry. This guide should be read in conjunction with the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#).

For more information about CAF, please visit our website: [www.cleaningaccountability.org.au](http://www.cleaningaccountability.org.au)

## Benefits of Building Certification

The CAF Certification Scheme is truly a win-win situation for all stakeholders. By designing and rolling out a credible building certification scheme focused on the labour conditions of cleaners and improved procurement processes, CAF will deliver a number of benefits to all stakeholders.

For tenants, CAF:

- provides quality cleaning by experienced cleaners who are respected and safe at work and are receiving their minimum legal pay and entitlements;

- minimises the risk of potential reputational damage for significant tenants where exploitation of cleaners is uncovered; and
- demonstrates ethical sourcing strategies and company due diligence over indirect supply chains.

For property owners and investors, CAF certification:

- ensures that entities in their supply chain aren't inadvertently supporting unlawful labour practices;
- minimises time spent assessing tenders and managing contracts;
- drives the delivery of cleaning services that attract and retain tenants; and
- reduces the risk of being involved in a contravention of workplace laws through accessorial liability provisions under section 550 of the Fair Work Act.

For cleaners, CAF:

- helps drive compliance with labour standards in their workplace; and
- gives them a voice in the maintenance of quality cleaning and decent work.

For cleaning contractors, CAF:

- contributes to a sustainable future for the cleaning industry by balancing price and performance instead of rewarding 'rock-bottom' pricing; and
- recognises those participants that are adopting better and best practices within the cleaning industry.

For building managers, CAF:

- provides tools to deliver and maintain competitive and compliant cleaning contracts to property owners;
- ensures that entities are not inadvertently supporting unlawful labour practices; and
- reduces the risk of being involved in a contravention of workplace laws through accessorial liability provisions under section 550 of the Fair Work Act.

## **Certification for Tenants**

In addition to property owners, building managers and cleaning contractors, tenants have an important role to play in improving labour standards in the cleaning industry. Traditionally tenancy contracts have been based on the scope and quality of services; increasingly, however, more tenants are seeking to ensure that their procurement practices are not inadvertently supporting exploitation.

Tenants can get involved by nominating their workplace to undergo CAF Certification, and working with building management and cleaning stakeholders to demonstrate compliance with CAF standards.

## Cost of Certification

Where a building has been nominated by a tenant, the tenant will be responsible for paying the certification fees for the duration of certification (see CAF Certification Fee in the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#)).

At times, the building may require supplementary audits (e.g. as part of the annual health check, where non-compliance has been identified/reported etc.). The cost of supplementary audits are external to the CAF Certification Fee, and it will be at the discretion of the tenant, building owner/manager and cleaning contractor to decide who will bear the cost.

Part of the CAF Standard involves meaningful worker engagement in the form of meetings with cleaners. At minimum this will take place twice per year and must be in paid time. The cost of holding these meetings is to be borne by the building owner/manager.

In addition, a cleaner is nominated as a CAF Representative to assist maintain ongoing compliance at the site. This cleaner is paid an allowance (based on the leading hand allowance in the Cleaning Services Award) in recognition of their additional duties. This cost is borne by the building owner/manager.

The CAF Representative is required to attend up to two training sessions per year (approx. four hours each) which must be paid. This cost is borne by the cleaning contractor.

For more information on the worker engagement associated costs, see Worker Engagement Protocol, Appendix A in the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#).

## Steps to Certification

Before applying for building certification as per the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#), tenants should complete the following:

### 1) Meeting with building owner/manager

The tenant should organise a meeting with the building owner and/or manager to discuss the CAF Certification Building scheme. Using the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#) as a basis, tenants should talk through the following:

- Benefits of CAF to each stakeholder (as above)
- CAF 3 Star Standard
- Audits and CAF worker engagement assessments, including the role of the union in CAF (see Worker Engagement Protocol, Appendix A in the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#))
- Costs borne by the tenant and the owner/manager (as above)
- The CAF Remediation Procedure which mandates investigation and remediation of issues that arise as a result of the CAF process (see CAF Remediation Procedure, Appendix D in the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#))
- Annual health checks and ongoing compliance requirements

## **2) Agreement between tenant and building owner/manager to commence certification**

The tenant should seek the agreement in writing of the building owner/manager to undertake CAF certification of the building. This agreement must be provided to CAF prior to lodging a formal application.

Tenants may wish to put in place an external agreement with the building owner/manager regarding participation in the CAF Building Certification scheme.

## **3) Application for certification**

Once written agreement has been obtained as per step 2 above, the tenant can apply for building certification via the CAF [website](#).

Upon confirmation from CAF of the building's acceptance for certification, both the tenant and building owner/manager will be required to sign the *CAF Certification Agreement*.

From this point on, tenants and stakeholders involved in certification can revert to standard process as per the [Guide to the Cleaning Accountability Framework Building Certification Scheme](#).