



CLEANING  
ACCOUNTABILITY  
FRAMEWORK

CAF PRICING SCHEDULE

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# RETAIL BUILDINGS: GUIDANCE FOR COMPLETION

# CAF Pricing Schedule – Retail buildings: Guidance for completion

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## Introduction

The CAF Pricing Schedule is a procurement tool that has been developed by a range of stakeholders with the aim of driving sustainable and ethical contract pricing in the cleaning industry. The schedule provides transparency of wages and overheads, hours allocated to a building and productivity rates and enables a fair and consistent assessment of tenders.

Through analysis of over 700 tender results and extensive trialling of the pricing schedule tool, CAF have developed a set of cost and productivity benchmarks for retail and commercial buildings. A key requirement of the CAF Standards is that stakeholders use the pricing schedule either at the point of tender or by applying it to existing contracts to demonstrate that on-cost and productivity rates fall within reasonable industry benchmarks.

This Guidance should be referred to when completing the pricing schedule to ensure that you have a CAF compliant pricing model.

## What the pricing schedule is designed to do

- Provide baseline transparency to contract pricing;
- Verify that enough hours have been allocated to a contract to ensure that cleaners are working within safe productivity limits; and
- Ensure that reasonable overheads have been provisioned so that cleaners' wages and entitlements are not undermined.

## What the pricing schedule is *not* designed to do

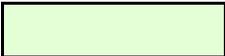
- Be used as a scheduling/rostering tool;
- Be the sole determinant of safe productivity levels; and
- Specify in detail the cleaning tasks to be completed at a building.

## Steps to completion

### How to read the Pricing Schedule

Property managers will need to fill out some sections of the pricing schedule with their requirements before sending to cleaning contractors to complete.

Cells throughout the sheet are colour coded by the stakeholder group responsible for completing each section:

Legend	Responsible party
	Property manager (cells that need to be completed)
	Property manager (columns with cells to be completed)
	Property manager (cells that are optional to complete)
	Property manager (columns with cells that are optional)
	Tenderer (cells that need to be completed)
	Tenderer (columns with cells to be completed)
	Tenderer (cells that are optional to complete)
	Tenderer (columns with cells that are optional)

There are 5 tabs:

1. [Instructions](#)
2. [Labour Rates](#)
3. [Resource Allocation](#)
4. [Additional Contract Items](#)
5. [Summary](#)

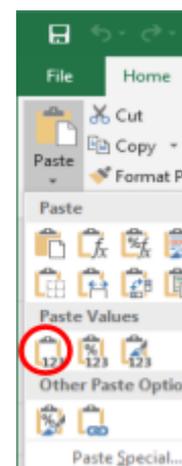
A detailed description of each can be found at the end of this Guidance.

#### Important note on editing:

The spreadsheet is initially locked and will require a password before editing is allowed. Property managers will be sent the password and will only be able to edit the areas they are required to complete.

You must enable editing if your version opens in Protected View mode.

If you copy-and-paste into cells, first make sure the sheet is unlocked and then use the paste 'values only' option as on the right.



## Step 1: Property owner/manager sets up the pricing schedule

### 1. Instructions tab

- 1.1. Complete **SITE INFORMATION** and **CONTACT INFORMATION** cells highlighted in light green.
- 1.2. The **Due Date** is the date you want the cleaning contractor to return the Pricing Schedule.

### 2. Resource Allocation tab (this worksheet is purposely minimal – it should be considered in conjunction with other procurement material such as cleaning scope/specification documents, site plans etc.)

- 2.1. Task areas have been pre-populated based on a typical mall set up. You may have certain areas that are not represented in the list and we advise to use discretion for where the area would fit best (e.g. external dining areas could be accommodated under ‘Food courts’ if they have the same/similar cleaning scope). See [Task Allocation](#) information at the end of this guide for more details about task areas.
- 2.2. Insert the corresponding area in Column B.
- 2.3. Property manager to include any additional comments in Column N that may assist the cleaning contractor better understand the scope of work required.

### 3. Additional Contract Items tab

- 3.1. The property manager includes any incidental expenses that aren’t part of regular cleaning services (e.g. sanitary bins, pressure cleaning, high window cleaning etc). This can also be left to the contractor to complete.
- 3.2. Do one final check that all items have been completed (especially the *Resource Allocation* tab) and then the pricing schedule is ready to be sent to contractors for completion.

## Step 2: Cleaning contractor completes the pricing schedule

This is a recommended process to follow to complete the schedule – you may decide to complete the steps in a different order.

### 1. Instructions tab

1.1. Complete the **Tenderer** cell (B24).

### 2. Labour Rates tab

2.1. Complete the number of staff and total hours per day. The **total hours per day** is the aggregate for all staff in the relevant classification. In Row 6 of the example below, the number of staff is 5 (Cell C6) and the total hours per day is 38 (Cell D7). This means that each Level 1 full-time cleaning service employee is working 7.6 hours per day on average.

	A	B	C	D
1		<b>LABOUR RATES SCHEDULE</b>		
2		Site: Insert site name here		
3		Tenderer: Insert contractor name here		
4	<b>Employee Type</b>	<b>Classification</b>	<b>No. of Staff per Day</b>	<b>Total Hours per Day</b>
5	<b>Weekday (day shift)</b>			
6	Full-time	Cleaning service employee Level 1	5	38
7	Full-time	Cleaning service employee Level 2		
8	Full-time	Cleaning service employee Level 3	1	7.6
9	Part-time	Cleaning service employee Level 1	2	10.6
10	Part-time	Cleaning service employee Level 2		
11	Part-time	Cleaning service employee Level 3		
12	<b>Subtotal</b>		<b>8</b>	<b>56.2</b>

2.2. **Public holiday:** Staff entered in the **Weekday** fields are automatically accounted for regarding public holiday pay at Row 59. The number of days allocated is tied to the State/Territory selected on the *Instructions* sheet. If public holiday cleaning is required, please complete the **Public Holiday** section. This is calculated as the difference between the public holiday award rate and the ordinary weekday (day shift) award rate.

2.3. If you pay above award rates, enter the full rate in the red cells as per the example below:

<b>Weekday (day shift)</b>							
Full-time	Cleaning service employee Level 1			\$21.18		250	\$ -
Full-time	Cleaning service employee Level 2			\$21.92		250	\$ -
Full-time	Cleaning service employee Level 3	1	7.60	\$23.09	\$29.94	250	\$ 56,886.00
Part-time	Cleaning service employee Level 1			\$24.36		250	\$ -
Part-time	Cleaning service employee Level 2			\$25.21		250	\$ -
Part-time	Cleaning service employee Level 3			\$26.55		250	\$ -
<b>Subtotal</b>		<b>1</b>	<b>7.60</b>				<b>\$ 56,886.00</b>

2.4. If you have a **salaried managerial position**, this must be shown as a separate line item at Row 62. Input the gross salary here as the non-discretionary on-costs are not applied to this item.

*Note: If you have any salaried cleaning employees or supervisors (are on the floor completing cleaning tasks and not in an office/at a desk), please include them as a separate item in the weekday*

shift area and input the net salary as a **Custom Rate** (hourly) in column F. They will then be included in the on-cost and productivity benchmarks.

- 2.5. Complete relevant **Labour Allowances**.
- 2.6. Non-discretionary labour on-costs have been pre-populated based on legislated minimum requirements. If you pay above the minimum, the **full percentage rate** should be added in the Custom area (e.g. If you pay 3 percentage points above 9.5% superannuation, this should be entered into the custom field as 12.5%).
- 2.7. Complete Discretionary On-Costs as either a percentage (calculated on total labour, allowances and non-discretionary on-costs) or the total cost in dollars. For profit margin, the percentage is applied to the total of all costs.
- 2.8. Self-assessment: Ensure that all relevant fields have been completed, including allowances and all discretionary on-costs. If you choose not to allocate resources to one of the discretionary on-costs, make sure this is noted in the Comments and Explanations column.
- 2.9. Self-assessment of on-costs vs benchmark: check if the On-Cost Percentage at the end of the worksheet meets the CAF benchmarks, and that the Variance is either close to zero or in the positive:

<b>Total On-cost percentage</b>	<ul style="list-style-type: none"> <li>● Must be greater than 52%</li> <li>● 'Please explain' for 51-52%</li> </ul>
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### 3. Resource Allocation tab

*Note: This tab should already be pre-populated with the sqm measurements for the Task Areas. If these items have not been pre-populated, please send the schedule back to the owner/manager for completion.*

*CAF recommends allocating hours according to tasks completed during trading and non-trading hours. If you decide not to complete it this way, input all hours into the 'trading hours' columns (C, E and G).*

*The contractor should refer to other procurement materials such as cleaning scope documents, site plans etc. when completing this worksheet.*

Contractor to input the following:

- 3.1. Allocate weekday, Saturday and Sunday hours according to tasks completed during trading and non-trading hours (e.g. bussing tables would be a 'trading hours' task whereas vacuuming would be a 'non-trading hours' task). Hours must match up with those on the Labour Rates tab otherwise you will see a variance in Row 23.
- 3.2. Self-assessment: Check that the productivity rates at the bottom of column J meet the CAF benchmarks:

<b>Productivity rate (undercover area)*</b>	<ul style="list-style-type: none"> <li>● Must be less than 400 square metres per person per hour (sqm)</li> <li>● 'Please explain' for 400-450 sqm</li> </ul>
<b>Food courts productivity rate (optional)</b>	<ul style="list-style-type: none"> <li>● Recommended less than 200 sqm</li> <li>● 'Please explain' for 200-250 sqm</li> </ul>

<b>Bathrooms productivity rate (optional)</b>	<ul style="list-style-type: none"> <li>● Recommended less than 70 sqm</li> <li>● 'Please explain' for 70-80 sqm</li> </ul>
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\*Note: The Productivity rate (undercover area) includes all Task Area classifications except car parks/taxi ranks/bus shelters/pedestrian walkways and miscellaneous.

#### 4. [Additional Contract Items](#) tab

- 4.1. If the property manager has indicated additional contract items they would like, complete the remaining metrics as applicable (number of units, price per unit etc.). If the property manager has indicated the tenderer is to complete this item, complete the sheet with your requirements.

#### 5. [Summary](#) tab

- 5.1. Complete cells C24 and C25 with annual percentage increase of the total contract price.

##### Self-assessment:

- 5.2. Check for Variances in Productivity rates and On-costs *Summary* worksheet and *Cost Allocation* worksheet.) **Variances must be zero** (or close to zero) for all items. If you find there is a Variance, you can:
  - a. Check the *Labour Rates* worksheet to ensure information has been entered correctly.
  - b. Check the *Resource Allocation* worksheet to ensure information has been entered correctly.
  - c. If there is still a Variance, you may need to re-allocate resources in the *Resource Allocation* worksheet or adjust inputs in the *Labour Rates* worksheet.
- 5.3. Check that the Productivity Rates and On-Costs meet CAF benchmarks.
- 5.4. Once Variances are zero or close to zero, the pricing schedule is ready to be returned to the property manager.

## Step 3: Property owner/manager assesses the pricing schedule

### 1. Labour Rates tab

- 1.1. Check that contractor has completed **No. of Staff per Day** and **Total Hours per Day** in columns C and D.
- 1.2. Check that all discretionary on-cost items have been completed, and if not, that this has been noted in the Comments and Explanations column. There should be no zeros or empty fields without an explanation.
- 1.3. Check that the **Total On-Cost Percentage** at the end of the worksheet meets CAF benchmarks, and the Variance is either close to zero or in the positive:

<b>Total on-cost percentage</b>	<ul style="list-style-type: none"> <li>● Must be greater than 52%</li> <li>● 'Please explain' for 51-52%</li> </ul>
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### 2. Resource Allocation tab

- 2.1. Check that the Productivity Rate – undercover areas (end of Column J) meet CAF benchmarks:

<b>Productivity rate (undercover areas)*</b>	<ul style="list-style-type: none"> <li>● Must be less than 400 square metres per person per hour (sqm)</li> <li>● 'Please explain' for 400-450 sqm</li> </ul>
<b>Food courts productivity rate (optional)</b>	<ul style="list-style-type: none"> <li>● Recommended less than 200 sqm</li> <li>● 'Please explain' for 200-250 sqm</li> </ul>
<b>Bathrooms productivity rate (optional)</b>	<ul style="list-style-type: none"> <li>● Recommended less than 70 sqm</li> <li>● 'Please explain' for 70-80 sqm</li> </ul>

\*The Productivity rate (undercover areas) includes all 'Task Area' classifications except car parks/taxi ranks/bus shelters/pedestrian walkways and miscellaneous.

- 2.2. Check that the Variance (hours) in Row 23 are zero or close to zero.
- 2.3. Optional: Assess if the food courts and/or bathrooms productivity rate are significantly higher than CAF benchmarks.

### 3. Summary tab

- 3.1. Check that the contractor has included an Annual Increase in column C – this will at a minimum cover any annual award wage increases.
- 3.2. Send the completed pricing schedule to CAF.

## Guide to the worksheets

### Instructions

The *Instructions* sheet is the home worksheet where you will find information about the parties completing the tender and a colour-coded legend to guide you through the process.

### Labour Rates

The *Labour Rates* sheet is where the cleaning contractor inputs information relevant to labour costs such as the classification, number and hours per day of staff; allowances; and non-discretionary and discretionary on-costs. The figures are based on statutory minimums and have been verified by the Fair Work Ombudsman and Long Service Leave authorities.

This sheet will automatically calculate total labour costs per annum based on award rates. If custom rates are used at the site (i.e. where a collective agreement applies), they must be higher than the award.

You can find reference information regarding award rates, allowances and on-costs within the *Reference Documentation* column.

\*\*Please note, this sheet is designed to be completed based on total actual resources required, therefore there is no allowance within the sheet to input overtime hours. You can find more information about overtime here:

<https://www.fairwork.gov.au/employee-entitlements/hours-of-work-breaks-and-rosters/hours-of-work/when-overtime-applies#2169-2184>

\*\*Four weeks annual leave have been counted in the Labour On-Costs section. However, some shift workers may be eligible for five weeks (<https://www.fairwork.gov.au/leave/annual-leave>). If this is the case, you can input Additional annual leave (shift workers) as a whole dollar amount.

### Resource Allocation

The *Task Allocation* worksheet provides a breakdown of the hours allocated to cleaning common areas in a retail mall by tasks completed during trading and non-trading hours. This sheet is intentionally minimal and is designed to be completed based on other procurement material (e.g. cleaning scope, site plans etc.).

Data entered into this sheet is used to calculate productivity rates (square metres per hour covered by a cleaner). This is important to ensure that cleaners are working within safe and reasonable limits.

This sheet has categorised task areas according to 11 broad classifications to try and accommodate most retail mall set ups. Below is a table with the Task Areas and some examples of Cleaning Tasks:

Internal common area (hard floor – polished)	<ul style="list-style-type: none"> <li>Floors are to be highly presentable and free of scratches</li> <li>Floors are to be free of any rubbish and or spillages</li> <li>Polish and buff</li> </ul>
Internal common area (hard floor – unpolished)	<ul style="list-style-type: none"> <li>Floors are to be highly presentable</li> </ul>

	<ul style="list-style-type: none"> <li>Floors are to be free of any rubbish and or spillage</li> </ul>
Internal common area (carpeted floor)	<ul style="list-style-type: none"> <li>Vacuum</li> <li>Spot clean any stains</li> </ul>
Internal common area (other)	
External common area	<ul style="list-style-type: none"> <li>Play areas to be clean &amp; presentable</li> <li>Inside and outside of bins to be clean and presentable</li> <li>External dining precinct to be free of rubbish</li> </ul>
Escalators/travelators/lifts	<ul style="list-style-type: none"> <li>Wipe balustrade</li> <li>All finishes are to be clean and presentable</li> </ul>
Entrances	<ul style="list-style-type: none"> <li>All public entrances are to be clean and presentable</li> <li>Entry doors and adjoining glass are to be clean and free of marks</li> <li>Entry mats are to be clean and presentable</li> </ul>
Bathrooms/amenities	<ul style="list-style-type: none"> <li>Floor, walls and ceilings are to be fresh, clean and hygienic</li> <li>Toilet seats and bowls are to be fresh, clean and hygienic</li> <li>Soap dispensers are to be in good working order</li> <li>Toilet paper dispensers have toilet paper available</li> </ul>
Food courts	<ul style="list-style-type: none"> <li>Chairs and tables are to be clean and presentable</li> <li>Chairs and tables to be neatly arranged in the agreed layout</li> <li>Floor area in eatery areas is to be clean and presentable</li> </ul>
Loading docks / waste management areas	<ul style="list-style-type: none"> <li>All docks are to be clean and presentable</li> <li>All bins are to be in their proper position</li> </ul>
Car parks / taxi ranks / bus shelters / pedestrian walkways	<ul style="list-style-type: none"> <li>Drains are to be free of debris and operational</li> <li>Machine-sweep carpark</li> <li>All areas to be free of debris</li> </ul>
Miscellaneous	

## Additional Contract Items

The *Additional Contract Items* worksheet includes any incidental expenses that are not captured in the *Overheads* (under discretionary on-costs) in the *Labour Rates* worksheet. This can include, for example, additional materials, such as air fresheners, sanitary bins, and urinal sanitisers, or

additional services, such as high window cleaning, strip and seal, or pest control. Generally, this should only include services that occur on an occasional basis.

This worksheet can be completed by either or both the property manager and contractor.

## Summary

The *Summary* worksheet provides an overview of the total costs and hours allocated to this contract to determine the total cost of the contract.

Contractors are expected to include an annual increase in contract value. This is at a minimum to account for CPI increases, and annual wage reviews. CAF does not provide guidance on what the amount of the annual increase should be.

## Notes

These worksheets are unlocked and can be used for any calculations done in the process of completing the pricing schedule, or for any other purpose.

## Ongoing development

The CAF pricing schedule is relatively new in the cleaning industry as a labour rights assessment tool. We rely on feedback and data to continuously improve the functioning of the sheets, and our benchmarks. If you find any errors, please report them to [info@cleaningaccountability.org.au](mailto:info@cleaningaccountability.org.au)