



CLEANING
ACCOUNTABILITY
FRAMEWORK

CAF STANDARD METHOD STATEMENT

CLEANING CONTRACTORS

(RETAIL MALLS)

CAF Standard method statement: Cleaning Contractor (Retail malls)

IMPORTANT: CAF Standard usage statement: The full version of the CAF Standard is only intended for use by CAF stakeholders, i.e. parties at a site going through CAF building certification, parties that have nominated a site for CAF certification, CAF Advisory Group members, CAF Steering Committee members, auditors on the CAF Panel of Auditors, and the nominated researchers from the University of Technology Sydney's Centre for Business and Social Innovation (CBSI). Any unauthorised use, reproduction or distribution of the Standard will be considered a breach of the [CAF Terms and Conditions](#) and may result in revocation of CAF certification or membership. Further distribution of the CAF Standard will be at the sole discretion of CAF, and any requests should be made in writing to the CAF Secretariat.

CAF Standard

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CAF Standard 1. Labour

This standard assesses compliance with the Fair Work Act 2009 (FWA), the National Employment Standards (NES) and any applicable industrial instrument e.g. Cleaning Services Award 2010 or collective agreement, tax and superannuation obligations relating to the employment of cleaners, and legislation governing the employment of migrant workers.

Assessable elements aligned with domestic legislation and international standards include:

- Employment policies and procedures
- Conditions of employment
- Record keeping
- Induction and training
- Job security at change of contract¹
- Freedom of association

1A) Employment policies and procedures

Standard element		Compliance criteria	Suggested evidence for assessment of compliance
1A.1	Maintain relevant employment policies and procedures.	Assessable through Prequalification.	
1A.2	Educate employees on their workplace rights.	1. All required information as per CAF requirements are provided to cleaning	<ul style="list-style-type: none">• Employee welcome pack• Employee handbook

¹ NB CAF's job security at change of contract requirement aims to promote job security for cleaners and reduce labour turnover at change of contract. In line with international standards relating to secure work, it seeks to ensure that cleaners do not lose their job as a result of a change of contract.

		<p>employees during inductions and employees are adequately educated on its content, including: Fair Work Information Statement, Working Safely in Australia, and Contractors and Employees – What’s the Difference.</p> <p>2. Employees sign an employee declaration indicating they have understood the information provided.</p>	<ul style="list-style-type: none"> ● Evidence of receipt of information sheets for selected employees
1A.3	Prevent sham contracting.	<p>1. All employees are correctly classified.</p> <p>2. Systems are in place to identify and remediate sham contracting.</p>	
1A.4	Provide a workplace of free and voluntary employment.	Assessable through worker engagement during building certification; and through policy/procedure at Prequalification.	Nil
1A.5	Provide a workplace free from abuse, harassment and discrimination.	Assessable through worker engagement during building certification; and through policy/procedure at Prequalification	Nil
1A.6	Ensure cleaners are supported to raise workplace grievances or disputes and/or instances of bullying and harassment.	<p>1. Policies and procedures are in place to support workers to raise workplace grievances or disputes and/or instances of bullying and harassment.</p>	<ul style="list-style-type: none"> ● Bullying and harassment policy ● Procedure for raising and resolving grievances or disputes
1A.7	Maintain appropriate policies and procedures to ensure correct employment of overseas workers.	<p>1. Right to work checks are undertaken upon engagement and ongoing right to work is monitored on a regular basis:</p> <p>a) All workers have the right to work in Australia e.g. Visa Entitlement Verification Online (VEVO) check.</p>	<ul style="list-style-type: none"> ● Policy/procedure for checking and monitoring employees’ right to work ● Visa verification and monitoring completed for selected employees ● International student policy

		<p>b) For workers with a visa, the details and conditions of their visa are kept on file, and expiry dates and working limits are monitored.</p> <p>c) Appropriate evidence is retained to demonstrate compliance with work limitations, including, for example, evidence of formal communications from the education institution demonstrating applicable study and non-study periods.</p> <p>d) Retention of appropriate evidence for employees who are Australian residents.</p> <p>2. Visa holders are provided with the Visa Holders and Migrant Workers – Workplace Rights and Entitlements factsheet.</p>	
1A.8	(Applicable to Victoria only) Obtain and maintain a license with the Victorian Labour Hire Licensing Authority.	1. For buildings in Victoria, registration with the Victorian Labour Hire Licensing Authority.	<ul style="list-style-type: none"> • Proof of Victorian Labour Hire License (obtained or in process)
CAF Resources <ul style="list-style-type: none"> • CAF Core Principles 		External Resources <ul style="list-style-type: none"> • https://www.fairwork.gov.au/employee-entitlements/national-employment-standards/fair-work-information-statement • https://www.safeworkaustralia.gov.au/collection/working-safely-australia-information-sheets • https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/independent-contractors-and-employees 	

1B) Conditions of employment			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
1B.1	Employees are provided with a written form of engagement or contract.	<ol style="list-style-type: none"> Employees are provided with a written form of engagement or contract that includes the following conditions of employment: <ul style="list-style-type: none"> - Applicable instrument (award/agreement) - Employment type (e.g. full-time, part-time, casual) - Superannuation - Paid and unpaid leave - Rate of pay - Ordinary hours of work - Any applicable allowances 	<ul style="list-style-type: none"> ● Employment contract, letter of offer, or similar for selected employees ● Conditions of employment document provided to employees upon commencement ● Screenshots of relevant information on the company intranet accessible to cleaners
1B.2	Employees receive a duty/work schedule outlining their duties.	<ol style="list-style-type: none"> Provide employees a duty/work schedule outlining their duties; update if cleaners' tasks are significantly altered. 	<ul style="list-style-type: none"> ● Duty schedules/ job description for selected employees
1B.3	Employees are paid in accordance with the Award or Agreement. Where the Award rate is higher than the rate in the Agreement, employees are paid at the higher rate.	<ol style="list-style-type: none"> Apply employment classification schedules and wage rates (including base, shift and overtime rates, penalty rates, and allowances) correctly according to the relevant Award or Agreement. 	<ul style="list-style-type: none"> ● Pay advice for selected employees ● Timesheet and/or attendance data for selected employees ● A copy of the applicable collective agreement if relevant

1B.4	Pay employees' wages into their bank accounts (no cash wages).	<ol style="list-style-type: none"> 1. Wages are paid via bank deposit. 	<ul style="list-style-type: none"> ● Remittance advice for selected employees
1B.5	Manage overtime and penalty rates in accordance with the relevant Award or Agreement.	<ol style="list-style-type: none"> 1. Processes in place to manage the correct payment of overtime and penalty rates where applicable 	<ul style="list-style-type: none"> ● Payroll procedure
1B.6	Provide employees with correct paid and unpaid leave entitlements (annual, personal and carers' leave, parental leave, family and domestic violence leave, compassionate leave, and any other leave specified in the applicable instrument).	<ol style="list-style-type: none"> 1. Leave policy and procedure meets CAF guidelines (see Appendix). 2. Cleaners are educated on their various leave entitlements and how to access them. 3. Cleaners' annual leave and personal leave accrues correctly. 	<ul style="list-style-type: none"> ● Leave policy and procedure ● Employee handbook ● Toolbox talk content explaining leave policy and procedure ● Copy of any flow charts or signs relating to leave that are posted in cleaners' rooms
1B.7	Comply with any Portable Long Service Leave legislation applicable in the jurisdiction.	<ol style="list-style-type: none"> 1. Registration with the relevant Portable Long Service Leave Authority where applicable (Qld, NSW, ACT and Vic). 2. Wages of all eligible workers are reported quarterly. 3. Levy is paid. 	<ul style="list-style-type: none"> ● Certificate of registration with the relevant Portable Long Service Leave authority. ● Quarterly Report>Returns submitted to the relevant Portable Long Service Authority in the past two financial years.
1B.8	Comply with all superannuation guarantee and tax obligations relating to employees, including PAYG withholding and ATO reporting obligations.	<ol style="list-style-type: none"> 1. Compliance with Single Touch Payroll. 2. Payment summaries (also known as group certificates) are provided to employees by 14 July each year (unless using Single Touch Payroll). 3. Pay and report superannuation instalments for all employees at least quarterly. 4. Compliance with SuperStream. 	<ul style="list-style-type: none"> ● Single Touch Payroll reports ● Evidence of payment of superannuation to a clearing house

CAF Resources		External Resources	
<ul style="list-style-type: none"> CAF-compliant leave policy guidelines CAF Core Principles 			
1C) Record keeping			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
1C.1	Maintain records relating to employment, working hours, wages, superannuation, leave entitlements (all types) in accordance with relevant legislation.	As part of the building certification audit, these records will be assessed in relation to selected employees. A more detailed check of the cleaning contractor's record keeping systems will occur through the Prequalification assessment.	<ul style="list-style-type: none"> Pay slips for selected employees Employment contracts / letters of engagement
1C.2	Ensure accurate and timely payment of wages and provision of pay slips.	<ol style="list-style-type: none"> Correct wages are paid on time Employees are provided with pay slips within one working day of pay day 	<ul style="list-style-type: none"> Pay slips for selected employees
1C.3	Ensure pay slips contain all required information, and in addition, employees' annual leave balance.	<ol style="list-style-type: none"> Pay slips contain all legally required information, e.g. pay period, employer (including ABN) details, employee details, hours worked, ordinary hourly rate, and any paid entitlement other than the ordinary hourly rate. Pay slips contain annual leave balances. 	<ul style="list-style-type: none"> Pay slips for selected employees
CAF Resources		External Resources	
		<ul style="list-style-type: none"> https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/record-keeping-pay-slips 	

1D) Induction and training			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
1D.1	Provide a mandatory paid general and WH&S induction to all new employees.	<ol style="list-style-type: none"> 1. Mandatory paid general and WH&S induction of new employees to equip them with relevant information and training on company policies and procedures, industrial and employment matters, cleaning tasks, materials and equipment, safe use of chemicals, and workplace health and safety. 2. Maintain a register of all induction and documents provided to cleaners. 3. Induction (including online) occurs in paid time in line with the CAF Guidelines for Induction Processes (see Appendix). 	<ul style="list-style-type: none"> ● Employee handbook ● Induction material (general and WHS) ● Information about when and how new starters undertake this training, its duration, and whether it is online or in person ● Register of training for the site (since start of contract or the past 24 months, whichever is shorter)
1D.2	Provide ongoing paid training for workers.	<ol style="list-style-type: none"> 1. Maintain a register of training provided to employees 2. Regular training is provided to cleaners in paid time 3. Training sessions are documented and cleaners' attendance recorded. 4. Where online training is provided, this is conducted in paid time. 	<ul style="list-style-type: none"> ● Training modules for the site, including online training. ● Evidence of training occurring in paid time. ● Register of training for the site (since start of contract or the past 24 months, whichever is shorter). ● A list of training sessions attended by cleaners in the past 24 months or since the start of the contract, whichever is shorter.

CAF Resources		External Resources	
<ul style="list-style-type: none"> CAF Guidelines for Induction Processes 			
1E) Job security at change of contract			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
1E.1	Cleaners are offered the opportunity to continue working at the site when there is a change of cleaning contract. Redeployment and redundancy provisions apply where cleaners do not wish to stay on.	<u>Outgoing Cleaning Contractor to:</u> <ol style="list-style-type: none"> Notify employees as soon as practicable before the existing cleaning contract is due to expire or when the Cleaning Contractor is notified that the contract has been terminated. Hold a site meeting as soon as practicable after receiving notification of contract termination (where possible at least two weeks prior to the contract changing) to: <ul style="list-style-type: none"> discuss the transition; provide employees with a letter outlining their entitlements; obtain a list of employees who wish to stay working at the site; offer suitable alternative work where possible; and minute or keep a record of the site meeting. Provide mandatory redundancy payments to those who do not take up a position with the Incoming Contractor 	Incoming Cleaning Contractor: <ul style="list-style-type: none"> Record of transition meetings held with cleaners at least two weeks prior to contract change Record of offers of employment made to existing employees of the outgoing contractor for all available positions at the site

		<p>and do not accept an offer of redeployment.²</p> <ol style="list-style-type: none"> 4. Provide Incoming Cleaning Contractor with a list of employees who want to stay working at the site and consult with the Incoming Cleaning Contractor regarding the change of contract at the site. 5. Ensure adequate records are kept to demonstrate compliance with the requirements. These should include records of transition meetings as well as documentation to substantiate which staff expressed an interest to remain at the site and those that were offered employment. <p><u>Incoming Cleaning Contractor to:</u></p> <ol style="list-style-type: none"> 1. Be invited on site to speak to the existing cleaning staff at least two weeks prior to the contract changing. 2. Make an offer of employment in writing to existing direct employees of the 	
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² See notice of termination and redundancy pay entitlements from the FW Act s117-119.

		<p>outgoing contractor for all available positions at the site.³</p> <p>3. Ensure adequate records are kept to demonstrate compliance with the requirements. These should include records of transition meetings as well as documentation to substantiate which staff expressed an interest to remain at the site and those that were offered employment.</p>	
CAF Resources		External Resources	
1F) Freedom of association			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
1F.1	All stakeholders recognise and uphold the right of cleaners to join and be represented by a union, without hindrance or discrimination.	<ol style="list-style-type: none"> 1. Signage attesting to freedom of association is displayed in the cleaners' room and include in induction materials. 2. Supervisors and managers do not discourage cleaners from joining or speaking to their union. 	<ul style="list-style-type: none"> ● Evidence of inclusion of information about freedom of association in written material communicated to cleaners ● Signing and returning the Contractor Consent form to CAF ● Evidence that supervisors and managers at the site have been educated on the

³ This provision does not preclude the Incoming Cleaning Contractor from actively managing their staff (e.g. through performance management) or from implementing genuine efficiency improvements (e.g. technological innovation) at the change of a contract. Where there is a genuine case for cutting labour due to changes in specifications etc. then evidence should be provided to that effect. Where consultation has not occurred in relation to efficiency improvements and any associated workload safety risks then the efficiency improvements will not be considered genuine. The Incoming Cleaning Contractor shall not be obliged to engage employees who are relocated to the site within one month of the contract change or after the employer receives notice of contract termination (whichever is greater).

		<p>3. Reasonable union access to cleaners at the building, including providing consent for the union to meet with cleaners in paid time.⁴</p> <p>4. Consultation with the CAF Representative and the union to resolve any freedom of association issues as they arise (as per the <i>CAF Remediation Procedure</i>).</p>	<p>importance of not discouraging cleaners from joining or speaking to their union</p>
<p>CAF Resources</p> <ul style="list-style-type: none"> ● CAF Core Principles ● CAF Worker Engagement Protocol ● CAF Remediation Procedure ● Contractor Consent form 		<p>External Resources</p>	
<p>CAF Standard 2. Responsible Contracting</p> <p>This standard seeks to ensure that contract cleaning services are procured, delivered and managed transparently and responsibly.</p> <p>In order to promote transparent and ethical pricing of cleaning contracts, CAF has determined <u>benchmarks</u> for productivity rates and on-costs. This is to determine whether the contract is sufficient to enable cleaners (including employees of any subcontractors) to work within safe productivity levels and be paid at least minimum wages and entitlements.</p> <p>Subcontracting, where undertaken, is to be conducted transparently and responsibly.</p>			
<p>2A) Pricing</p>			

⁴ This may include providing consent for the union to meet with cleaners in paid time; providing new starters with information about the union; inviting the union to inductions of new employees; and facilitating reasonable union access to the building. Conversely, examples of actions that would result in this requirement not being met include discouraging cleaners from talking to the union and obstructing union access.

Standard element		Compliance criteria	Suggested evidence for assessment of compliance
2A.1	Meet CAF benchmarks for productivity rates and on-costs.	<ol style="list-style-type: none"> 1. Completion of the <i>CAF Pricing Schedule</i> sent by Owner/Manager. 2. CAF on-cost and productivity benchmarks are met or exceeded. 	<ul style="list-style-type: none"> ● CAF Pricing Schedule ● Upon request, discuss details entered into the <i>CAF Pricing Schedule</i> (including reasons behind any 'please explain' benchmark results)
CAF Resources <ul style="list-style-type: none"> ● CAF Pricing Schedule 		External Resources	
2B) Subcontracting			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
2B.1	Subcontracting of core cleaning services is only undertaken with the agreement of the owner.	<ol style="list-style-type: none"> 1. Permission of the Owner/Manager is obtained before subcontracting. 	
2B.2	If subcontracting of core cleaning services is carried out, do so in compliance with contract conditions and ensure that 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.	<p>Where subcontracting of core cleaning services occurs at the site:</p> <ol style="list-style-type: none"> 1. Transparency of subcontracting of core cleaning services. 2. Investigate any instances of unauthorised personnel found on site and provide the results of the investigation to the Owner/Manager. 3. Subcontractors have provided their employees with the <i>Contractors and Employees – What's the Difference</i> factsheet. 	<ul style="list-style-type: none"> ● A list of any core cleaning services that are subcontracted at the building and who are the current subcontractors. ● Evidence that this list has been provided to the Owner/Manager. The list should specify what hours/shifts are being subcontracted. ● Evidence that subcontractors' employees have received the <i>Contractors and Employees – What's the Difference</i> factsheet. ● TPAR for the most recent period. ● Evidence of labour hire license checks being undertaken prior to engaging subcontractors for core cleaning services.

		<ol style="list-style-type: none"> 4. A Taxable Payments Annual Report (TPAR) is lodged for any payments made to subcontractors for cleaning services.⁵ 5. For buildings in Victoria or Queensland, any subcontractors engaged are registered with the relevant Labour Hire Licensing Authority. 	
2B.3	Monitor and enforce subcontractors' compliance with labour standards, including the CAF Standard.	<ol style="list-style-type: none"> 1. Regular labour compliance checks (including audits) are conducted on subcontractors for core cleaning services. 2. Subcontractors are informed that they may be subject to audits as part of the CAF certification process. 3. Appropriate corrective action where non-compliance is identified is implemented and documented. 4. Have a process to inform the Owner/Manager of any identified non-compliance. 	<ul style="list-style-type: none"> ● Evidence of labour compliance checks undertaken with subcontractors ● Detail of corrective action requested and implemented, if any, where non-compliance has been identified ● Evidence of notification of any non-compliance made to the Owner/Manager
CAF Resources <ul style="list-style-type: none"> ● CAF Core Principles 		External Resources <ul style="list-style-type: none"> ● https://www.ato.gov.au/Business/Reports-and-returns/Taxable-payments-annual-report/ ● https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/independent-contractors-and-employees 	
2C) Transparency			

⁵ This applies to Cleaning Contractors going through CAF site certification after 28 August 2019 (the date TPARs are due). For sites that are certified during 2018-19 but prior to 28 August 2019, evidence of compliance with the Taxable Payment Reporting System for 2018-19 should be provided as part of the site's Annual Health Check.

Standard element		Compliance criteria	Suggested evidence for assessment of compliance
2C.1	All stakeholders commit to supply chain transparency.	Assessable through the audit process and worker engagement process.	Nil
2C.2	Relevant stakeholders ensure access to documents to permit assessment of compliance with the CAF Standard.	<ol style="list-style-type: none"> 1. Auditor has access to all relevant documents such as payroll records, personnel records and bank records to verify compliance with the <i>CAF 3 Star Standard</i> in the established timeframes.⁶ <p>After a CAF rating has been awarded at the building:</p> <ol style="list-style-type: none"> 2. The Owner/Manager has access to all relevant documents required to monitor ongoing compliance with the <i>CAF 3 Star Standard</i> at the site. 3. At the annual health check, CAF, the Owner/Manager, the United Workers Union and the Auditor are provided with a list of cleaners at the site prior to the worker engagement meetings.⁷ 4. The CAF Representative is provided with the documents and access necessary for them to fulfil their role. This includes, at a minimum, the names 	See document request list

⁶ Access by the Auditor to any company information (including personnel records) is limited to only that information that is required to verify the elements of this standard. CAF will abide by the requirements of the Privacy Act 1988 (Cth) and other applicable privacy legislation.

⁷ Access by the Auditor to any company information (including personnel records) is limited to only that information that is required to verify the elements of this standard. CAF will abide by the requirements of the Privacy Act 1988 (Cth) and other applicable privacy legislation.

		<p>of all cleaners directly employed by the contractor at the site; a list of all subcontractors and subcontracted staff; and relevant documentation regarding hours and numbers of cleaners to verify that the productivity rate is within the benchmark range.⁸</p> <p>5. Any reported compliance issues recorded in the building's Compliance Register once the building has been awarded a CAF 3 Star rating.</p>	
CAF Resources <ul style="list-style-type: none"> CAF Core Principles Worker Engagement Protocol 		External Resources	
<p>CAF Standard 3. Safe working conditions</p> <p>This standard aims to ensure a safe working environment is provided for cleaners. It assesses compliance with Workplace Health and Safety (WHS) legislation, workers' compensation and public liability insurance obligations, and provision of adequate training, equipment, supplies and personal protective equipment to ensure cleaners' safety.</p>			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
3.1	Maintain appropriate certification and insurances.	<ol style="list-style-type: none"> ISO 45001 or AS/NZS 4801:2001 (or equivalent) certification with regard to occupational health and safety management systems. Appropriate insurances (workers' compensation and public liability) 	<ul style="list-style-type: none"> Proof of occupational health and safety management systems certification Certificates of insurance (workers' compensation and public liability)

⁸ This documentation will be determined in consultation with contractors and the United Workers Union, and may include, for example, the total number of weekly hours in the contract or copies of rosters.

3.2	Maintain and implement appropriate WHS policies and procedures.	<ol style="list-style-type: none"> 1. Content on workplace safety included in the employee handbook. 2. Maintain a WH&S incidents register. 3. <i>All employees are trained on emergency procedures.</i> 4. <i>Maintain first aid procedures.</i> 	<ul style="list-style-type: none"> ● Employee handbook ● WH&S incidents register ● Emergency procedures training register for the site ● First aid procedures information for the site
3.3	Disclose any WorkCover and public liability insurance obligations.	<ol style="list-style-type: none"> 1. Disclose any WorkCover and public liability insurance obligations. 	
3.4	Provide employees with adequate materials, equipment and personal protective equipment (PPE) to enable them to safely complete their duties. Ensure systems are in place for cleaners to report low stock, malfunction or breakage of any materials or equipment.	<ol style="list-style-type: none"> 1. Procedure in place for ensuring provision of chemicals, equipment, PPE, and for timely replacement or repair where relevant. 	<ul style="list-style-type: none"> ● Instructions provided to site supervisors and managers regarding provision, replacement and repair of chemicals, equipment, PPE ● Instructions provided to cleaners at the site regarding requests for provision, repair or replacement of chemicals, equipment and PPE.
3.5	Provide ongoing training to employees to ensure they are working safely.	<ol style="list-style-type: none"> 1. Cleaners are provided mandatory paid ongoing training on company policies and procedures relating to workplace health and safety, including safe undertaking of cleaning duties, and safe use of chemicals and equipment. 	

CAF Resources

External Resources

CAF Standard 4. Financial viability

The purpose of this standard is to ensure that cleaners and the Owner/Manager can have confidence in the financial viability and responsibility of the Cleaning Contractor.

Standard element		Compliance criteria	Suggested evidence for assessment of compliance
4.1	Appropriate financial viability checks are undertaken by the Owner when engaging the Cleaning Contractor at the site and periodically throughout the life of the contract.	1. Owner/Manager and Auditor are provided with the previous two years of independently audited financial statements ⁹	<ul style="list-style-type: none"> Provide Auditor with details of the company ABN/ACN, entity name, and company director names for the last 2 years.
4.2	The Cleaning Contractor's audited financial statements do not indicate solvency issues.	1. Sound financial position	<ul style="list-style-type: none"> Audited financial statements if these have not already been provided to the Owner/Manager
CAF Resources		External Resources	
<p>CAF Standard 5. Worker engagement</p> <p>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 Standard.</p>			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
5.1	Cleaners attend a minimum of two CAF meetings each year in paid time.	1. All cleaners employed at the building attend a minimum of two worker engagement meetings per annum at	<ul style="list-style-type: none"> List of cleaners rostered to work at the building on the days the worker engagement meetings take place.

⁹ Where a contractor does not possess audited financial records, the Auditor will provide guidance as to what other documentation will enable them to assess a contractor's financial viability.

		<p>the site and are paid at their usual hourly rate.¹⁰</p> <ol style="list-style-type: none"> 2. Site supervisors and managers are engaged in CAF and understand their role in facilitating cleaners' attendance at the workers engagement meetings. 3. Cleaners are paid for their attendance at the CAF meetings within two weeks of them taking place. 	<ul style="list-style-type: none"> ● Evidence that cleaners have been invited to attend the meetings.
5.2	Cleaners are educated and engaged on the CAF Standard and are encouraged to provide feedback on their working conditions without fear of negative consequences.	<ol style="list-style-type: none"> 1. Cleaners are provided with the <i>CAF Information Statement</i>. 2. Cleaners employed by the cleaning contractor at the site complete the CAF survey within one week of the first worker engagement meeting taking place. <p>When there are significant changes:</p> <ol style="list-style-type: none"> 3. Consult with cleaners and the union at change of contract (as per standard 1B) Labour – Job Security) and when there are major changes to cleaning specifications that would result in changes to regular rosters (as required under the Cleaning Services Award). 	<ul style="list-style-type: none"> ● Confirmation that cleaners have received the CAF Information Statement

¹⁰ In retail malls, at least 80% of all cleaners rostered to work are required to attend the worker engagement meeting in order to meet this requirement, as long as reasonable justification for any non-attendance is provided by the employer. Meeting attendance must not result in an increased workload for cleaners. If cleaners are unable to work longer to accommodate meeting attendance, the Cleaning Contractor will ensure casual employees are available to fill in so that cleaners' workloads are not intensified or they are not made to perform unpaid overtime. It is the cleaning contractor's responsibility to ensure cleaners working on student visas do not inadvertently breach their visa conditions as a result of attending CAF meetings. Failure to comply with CAF's attendance threshold may necessitate rescheduling further meeting(s) to ensure an adequate proportion of cleaners at the site are able to participate.

5.3	Cleaners at the site nominate one or more CAF Representatives to represent them within CAF and to monitor ongoing compliance with the Standard.	<ol style="list-style-type: none"> 1. Cleaners employed by the cleaning contractor at the site complete a CAF Representative nomination form within one week of the first worker engagement meeting taking place. <p>After a 3 Star rating has been awarded:</p> <ol style="list-style-type: none"> 2. Signed CAF Representative(s) letter of engagement. 3. Payment of an allowance¹¹ to the CAF Representative to perform CAF-related responsibilities (e.g. inducting new starters, discussing concerns with workers and subcontractors). 4. CAF Representative(s) are given regular opportunities to meet with new starters to educate them about CAF. This may happen on-site as part of their shift or off-site by agreement as an additional paid shift. 5. Periodic check ins with the CAF Representative regarding inductions to ensure that they have access to new starters and that they are still able to manage their workload. 6. Reasonable paid time off (maximum of two training sessions per CAF 	Nil as part of audit; CAF to assess after a 3 Star rating has been awarded.
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¹¹ The CAF Representative allowance is an hourly rate based on the number of cleaners the CAF Representative supports and represents, and is formulated in line with the leading hand allowance in the Cleaning Services Award.

		Representative per year) for the CAF Representatives to attend CAF training. Each training session will be paid as ordinary work hours for that employee for the day.	
CAF Resources <ul style="list-style-type: none"> • CAF Representative procedural guidelines • CAF Worker Engagement Protocol • CAF Information Statement 		External Resources	
CAF Standard 6. Issue identification and remediation In line with businesses' responsibility to remediate labour rights violations that occur in their operations and supply chains, this standard aims to ensure accountability with the CAF Standard throughout the supply chain by ensuring all relevant stakeholders play an active role in investigating and resolving issues both during the certification process and throughout the certification period.			
Standard element		Compliance criteria	Suggested evidence for assessment of compliance
6.1	Participate in good faith in agreed CAF processes to identify, investigate and remediate any non-compliance of the CAF Standard.	<ol style="list-style-type: none"> 1. Credible investigation of issues reported through the audit and worker engagement process within specified timeframes in consultation with CAF and the United Workers Union. 2. Implementation of remediation actions recommended by CAF and response to follow-up checks. <p>After a 3 Star rating has been awarded:</p> <ol style="list-style-type: none"> 1. Identification, investigation and remediation of compliance issues that 	Nil as part of audit; CAF to provide guidance following audit and worker engagement.

		<p>may arise using the CAF Remediation Procedure.</p> <p>2. Maintain a record of investigation and remediation of compliance issues and disclose to the Owner/Manager through regular meetings/reports.</p>	
CAF Resources <ul style="list-style-type: none"> CAF Remediation Procedure CAF Compliance Register 		External Resources	

Benchmarks for retail malls

Oncost	<ul style="list-style-type: none"> Must be greater than 52% 'Please explain' for 51-52%
Under cover productivity rate	<ul style="list-style-type: none"> Must be less than 400 square metres per person per hour (sqm) 'Please explain' for 400-450 sqm
Food courts productivity rate (optional)	<ul style="list-style-type: none"> Recommended less than 200 sqm 'Please explain' for 200-250 sqm
Bathrooms productivity rate (optional)	<ul style="list-style-type: none"> Recommended less than 70 sqm 'Please explain' for 70-80 sqm