

COVID-19:

Information for procurers of cleaning services

Current as of 11 February 2022



CLEANING
ACCOUNTABILITY
FRAMEWORK



Large businesses have a key role to play in protecting the rights of cleaners during the COVID-19 pandemic.

As procurers of cleaning services, either as tenants or landlords of buildings, large businesses hold considerable power to minimise the negative impact of this pandemic for some of the most vulnerable workers in Australia.

Large companies have an opportunity to demonstrate their commitment to corporate social responsibility during this pandemic by ensuring that cleaners, some of the most vulnerable workers in their operations and supply chains, are treated with respect for the crucial work they do to provide safe and hygienic environments and their frontline role in preventing the spread of COVID-19.

This info sheet outlines best practice approaches to respecting cleaners' rights in your supply chain during the COVID-19 pandemic.

Why does this matter?

Cleaners are frontline workers in the pandemic and the nexus between quality cleaning and decent work has never been stronger. Providing fair working conditions for cleaners is critical to ensuring a COVID-19 safe Australia.



In any situation, make sure that:

- Cleaners are fully informed of what is happening at their workplace, including having access to COVID-safe plans;
- Cleaners have safe working conditions;
- Cleaners are able to take paid sick leave when they need to;
- Cleaners are able to take paid (preferably) or unpaid pandemic leave;
- Cleaners are able to speak up if they experience dangerous or substandard working conditions.
- Cleaning contractors are providing up to date information to their employees about government financial support and how to access them if they need to.

If you are a member of CAF, and/or if you are a stakeholder at a CAF certified building, we are here to assist you with any further guidance. Please contact the relevant certification adviser or email us at info@cleaningaccountability.org.au

Quality cleaning can only be delivered by a cleaning workforce that is treated with respect. In practice, this means compliance with minimum legal standards around wages and entitlements, high workplace health and safety standards, and an environment in which cleaners are empowered to speak up when they experience dangerous or substandard conditions in their workplace.

In practice, what can procurers of cleaning services do to protect cleaners in their supply chains?

Where cleaning scopes are increased:

- Work with your cleaning contractor to ensure adequate hours and resources are allocated to meet your cleaning needs – this may require a variation to the current cleaning contract.
- Work with your cleaning contractor to ensure cleaners feel safe at work. This may be for example through the provision of additional PPE on request, regular communication with cleaners, additional training on WHS matters etc.

More information is available via the following resources:

- [Resources for migrant workers](#)
- [Safe Work Australia](#)
- [Our COVID-19 resource webpage](#) will be updated regularly, so keep checking in for up to date information.