

RESPONSIBLE CLEANING CONTRACT PROCUREMENT CHECKLIST

10 KEY ITEMS TO CHECK FOR WHEN CHOOSING A CLEANING CONTRACTOR

Before engaging your cleaning contractor, protect yourself and your company by following this industry best practice checklist.

- 1.** Have you checked that the contractor holds a current Labour Hire license? Is the name and number on the contractor's license the same as on the contract? Yes No
Commercial cleaning contractors are required to hold a labour hire license from 30 October 2019
- 2.** Have you checked that the contractor is registered as an Employer with the Portable Long Service Authority? Yes No
From 1 July 2019, cleaning contractors are required to be registered and to pay quarterly instalments of portable long service contributions to employee funds
- 3.** Has the contractor confirmed in writing that they remunerate their staff in accordance with the *Cleaning Services Award*, including hourly rates, superannuation and allowances? Yes No
- 4.** Have you checked that the contractor's charge out rates are sufficiently higher than the award? Yes No
Customers are legally obliged to undertake reasonable due diligence to ensure that employees and subcontractors of the contractor are paid in accordance with the Award. See Fair Work Ombudsman vs Woolworths.
- 5.** Has the contractor confirmed in writing that they employ cleaning staff directly for all general cleaning work and that they do not subcontract or only subcontract specialised work? Yes No
Some companies choose to engage staff as contractors rather than employees and do not pay employee entitlements such as superannuation, workcover etc. This is referred to as 'sham contracting' and is illegal under FairWork legislation.
- 6.** Have you checked how the contractor tracks the exact movements of their cleaning team? Is the contractor able to provide accurate and reliable attendance records upon request? Yes No
Choose contractors who show a commitment to providing high-level visibility for their customers. For example, the use of tools such as GPS-tracked staff clocking systems allow for accurate and instant updates on a cleaner's location, as well as start and finish times.
- 7.** Have you checked how the contractor tracks completion of cleaning tasks in accordance with the agreed scope? Yes No
Choose contractors who have sophisticated systems such as cloud-based completion checklists where staff can check off tasks in real time using a mobile device and upload photo verification for management approval.
- 8.** Has the contractor explained their recruitment and induction process? Yes No
Choose contractors who have a clearly documented and multi-layered recruitment and training process. Being a service provider, it is highly important that the contractor effectively filters candidates to ensure that only the best people are servicing your building.
- 9.** Have you checked the contractor's relevant experience with similar buildings and interviewed key references? Yes No
- 10.** If the contract price may be varied, is it clear which circumstances may trigger such an event? Have variation costs been clearly outlined (hourly rates)? Yes No