



The Cleaning Accountability Framework: Core Principles

CAF sets out the following principles of best-practice for stakeholders in the property cleaning services industry:

- a. All stakeholders who participate in the industry are treated decently and with respect and the workplace is free of violence, harassment and bullying;
- b. The workplace is free of discrimination, with equal opportunity for everyone regardless of race, nationality, ethnic origin, gender, age, sexual orientation, marital status, disability, industrial activity, union membership or religion;
- c. Freedom of association and the right to collectively bargain are respected;
- d. Grievance procedures through which issues can genuinely be raised are accessible and communicated to employees;
- e. Working conditions are safe and hygienic and in compliance with relevant work health & safety laws. Employees are provided with relevant and ongoing training, supervision, materials and properly maintained equipment to enable them to perform their job safely and efficiently;
- f. Employee workloads are reasonable and employee performance indicators are reasonable, measurable and communicated;
- g. Stakeholders who provide wages and working conditions to employees that are over and above minimum standards are recognised as best practice;
- h. Sub-contracting, if carried out, is done so in compliance with contract conditions and 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;
- i. The contract price paid (including hourly wage rates) is sufficient to enable contractors to meet all of their obligations, including providing wages and working conditions in line with the specified industrial instrument and relevant legislation; and
- j. Recognition is made of stakeholders who are committed to sustainability, including the development, implementation and continual improvement of sustainable practices within cleaning services contracts.