

MEDIA RELEASE

Sector reaffirms commitment to fair service provision for cleaners

Wednesday, 21 September 2022

Shopping centre owners and building service contractors have reaffirmed their longstanding commitment to ensuring a productive, safe, fair and equitable working environment for cleaning staff in shopping centres, updating and expanding the sectors' *Code of Conduct for Fair Service Provision* (Code of Conduct) 10 years on from its inception.

The Shopping Centre Council of Australia (SCCA) and Building Service Contractors Association of Australia (BSCAA) agreed to update their jointly agreed Code of Conduct, reflecting new and emerging industry practices, government regulations, along with issues in response to the COVID-19 pandemic. Following a joint review and development process, the updated Code of Conduct was agreed to in January 2022.

During COVID-19, our industry had close engagement with public health officials, including Chief Health Officers (CHOs), and strict cleaning and disinfecting protocols in place including for common areas, food courts, children' rides and Santa Photos.

"Shopping centres stayed open as an essential activity during COVID-19, and our engagement with public health authorities and safety regulators reinforced the importance of cleaning for our industry, particularly to ensure clean, safe and healthy environments for our staff, contractors and visitors" said Mr Nardi.

"The updated Code consolidates and reflects updated industry practices and government regulation and reiterates our ongoing commitment and mutual accountability to support the wellbeing and fair treatment of cleaners".

"Given we can directly affect change through our contracts and operations, it's incredibly pleasing to be continuing to work in partnership with the BSCAA".

Kim Puxty, Chief Executive Officer of the BSCAA, said that the Code of Conduct provides an important framework for discussions between shopping centre landlords and contract cleaning companies.

"The desired outcome from the Code of Conduct is that SCCA members can be confident of getting best practice compliance standards in cleaning services. Equally BSCAA members can be confident that the financial setting in the tenders will support those best practice compliance standards," said Ms Puxty.

A Code Administration Committee (CAC) will monitor the effectiveness of the Code of Conduct. The CAC will be a forum to monitor feedback, considering relevant issues and continual improvement of the operation of the Code, including through the SCCA and BSCAA Boards if required.

"The CAC will be the predominant forum and most effective means through which responsible property services and contracting practices will be deliberated in our sector."

"Our organisations will actively provide support, guidance and material to assist in the implementation and operation of the Code of Conduct," said Ms Puxty.

Contacts

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Attachments

Code of Conduct for Fair Service Provision in Shopping Centres (January 2022)

Frequently Asked Questions (September 2022)