

MEDIA RELEASE

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INAUGURAL REPORT HIGHLIGHTS STRONG STANDARDS BEING UPHELD WITHIN CLEANING INDUSTRY

The inaugural annual report of the *Code of Conduct for Fair Service Provision in Shopping Centres* has been released today by the Shopping Centre Council of Australia (SCCA) and the Building Service Contractors Association of Australia (BSCAA) and highlights practical and real changes being implemented in the provision of cleaning services across the industry.

As part of continued work to strengthen and improve of the *Code of Conduct*, a *Register of Cleaning Service Providers* has been developed with 28 cleaning service providers used in the shopping centre industry signing on as initial signatories, displaying their commitment to abide by *the Code* when required in tender documents and contracts.

The Code was developed by the SCCA and the BSCAA and requires the provision of cleaning services to be undertaken to a standard compliant with legal and regulatory requirements.

Angus Nardi, Chief Executive of the Shopping Centre Council of Australia said, "We are happy to release our *2023 Annual Report*, which highlights practical and real positive changes being implemented in the provision of cleaning services across the industry.

"It's great to see 28 cleaning service providers as initial signatories to the *Register of Cleaning Service Providers* and agree to abide by the *Code of Conduct* when required in tender documents and contracts. We look forward to continuing to strengthen and improve the *Code* to ensure services are undertaken and contracts are managed to the highest standards.

"We will continue to promote the *Code* as the industry standard and encourage more cleaning providers to become signatories to the *Register of Cleaning Service Providers* throughout 2024," Mr Nardi said.

Kim Puxty, Chief Executive Officer of the Building Service Contractors Association of Australia said, "Cleaning service providers are committed to upholding the highest standards and the *2023 Annual Report* demonstrates the importance of the *Code of Conduct* in encouraging industry best practice.

"The publication of the *2023 Annual Report* and the *Register of Cleaning Service Providers* highlights to shopping centre owners those cleaning service providers who have agreed to comply with the *Code of Conduct*. BSCAA members are determined to demonstrate and promote a culture of compliance," Ms Puxty, said.

The Code is the most effectual way to ensure that both sectors' high standards of cleaning and responsibility are met, through the mutual accountability of those with ownership of and responsibility for the provision of cleaning services.

A copy of the *2023 Annual Report* and the *Register of Cleaning Service Providers* is available at: www.scca.org.au/industry-information/cleaning-code-of-conduct.