

## **Cleaners Charter: Responsible Contractor Policy for the Cleaning Industry**

I, the undersigned, am aware of the concerns of the cleaning sector. In my company, I have decided to opt for quality cleaning.

I therefore undertake to assume my responsibilities towards the (sub) contracting firm awarded the cleaning contract and to carry out a regular assessment of the application of this charter.

### **Tendering process and Contractor principles**

1. Particular attention will be paid to drawing up specifications to ensure that the tendering process is well-organised and well-designed. Social and quality criteria will be included in the specifications, including training and equipment provision.
2. When bids are received from several cleaning companies, there will be a rigorous selection process and the contract will not necessarily be awarded to the lowest bidder. Offers that seem abnormally low in comparison will be rejected.
3. Wherever possible, the undersigned will promote daytime cleaning in order to obtain work-life balance.
4. The undersigned, through the tender, will ensure that the contractor shall abide by all applicable labour laws, and the ILO Core Conventions. This includes, among others, laws and conventions concerning the freedom of association and discrimination.
5. The undersigned will provide healthy and safe working premises and through the tender, will ensure that the contractor shall at all times maintain healthy and safe working conditions.
6. Non-compliance by the subcontracting firm with the sectoral collective agreements, in particular with regard to pay and working conditions, or social legislation in general, shall lead to the termination of the contract. An exclusion clause to this end shall be added to the cleaning contract.
7. Direct and transparent discussions shall take place with the consultative bodies when changes to the cleaning contracts and/or the conditions governing the awarding of contracts are introduced.
8. The trade union rights of cleaning staff shall be respected. This includes (a) recognition of unions as foreseen by national legislation (b) allowance for effective union contact with new and existing employees to recruit members and (c) all employees and supervisors will be advised that employees have the right to join a union and that unfair treatment because of support for a union will not be tolerated.

### **Implementation and Enforcement**

9. The parties agree that the implementation and enforcement of this Charter are central to the commitment. The following steps will be taken:
  - o This Charter will be publicised throughout the company structure and to all prospective cleaning companies.
  - o In the event that a UNI affiliate claims that the undersigned has not satisfied the conditions set forth above, it shall first attempt to resolve the dispute locally. If local attempts fail, UNI or a UNI designated representative shall bring this matter to the attention of the designated representative of the undersigned. The parties commit themselves to ensure that remedial action is put speedily in place.

Done at (location and date) \_\_\_\_\_

Signature\_\_\_\_\_