

The HandL Helpline

NEWSLETTER DATE: 10 MAY 2004

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Clean is just the beginning



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NSW AWARD APPLICATION

The ALHMWU (NSW Division) recently served an application for a new Award, known as the "Cleaning and Building Services Contractors' (Cleaning of Government Sites portability of Entitlements) (State) Award". This application was served on the existing companies currently cleaning under the schools contract and on the major Employer organisations including ACCA.

The Union claims they seek to regulate and protect the security and continuity of employment of the accrued entitlements of employees of employers who undertake the cleaning of government sites or will undertake the cleaning of various government sites as a result of the awarding of New South Wales Government Contracts.

They claim " The making of the Award in the terms stated will ensure fair and equitable protection of the entitlements of employees affected by the awarding of the New South Wales Government Contracts" and further " The application, if granted, will provide security of conditions for workers covered by the Award".

As you would expect, we have indicated our position as being opposed to the application. We have also learned that the other employer organisations have adopted a similar stance recently.

Our main objections are:

1. The successful tendering companies for the 2005 Schools Contract must make offers no later than 1 December 2004 to all current employees.
2. Each new employer must, in conjunction with the previous employer and the LHMU, determine the particular employees to whom offers of employment will be made.

3. The offers of employment must be at or very similar to positions currently held.
4. Prospective employees have one month to indicate acceptance (i.e. by 31 December for a contract commencing late January 2005).
5. All employees shall be treated as having continuity of service for all purposes.
6. Accrued rights shall be transferable but any employee who so desires can elect to be paid out accrued Long Service Leave entitlements.
7. The new contractors will be given a schedule by the outgoing contractor of entitlements one month prior to commencement of the new contract and a copy of the record must be supplied to the employee.
8. No reduction in hours allowed without Union agreement.

This is a free kick to incumbent contractors as they have been accruing entitlements for five and ten years and now the new contractor has to pick the bag up from scratch without any reimbursement from the outgoing contractor.

The union wants to control the situation such that no further staffing changes can be made.

The possibility of such an Award flowing to the general Award and to other Awards outside our industry is great as the Union has not indicated they see this as a special case. The part time school cleaners already enjoy a 0.53c per hour advantage over cleaners in any other location including schools in the private sector.

This is simply a Union grab to protect their income due to the majority of school cleaners being Union members and being the majority membership of that Union.



John Laws is presently visiting Amsterdam for the sole purpose of attending the ISSA/InterClean Trade Show and Conference.

He will report fully on new equipment, ideas and the girls on his return in late May.

Cavers Corner

One of the objectives of all small companies is to expand the business. In fact its everyone's objective. So when you win a contract just what do you do regarding staff selection?

Sometimes you have only a few days' notice before you start the job. You may choose family or close friends whom you trust but may lack cleaning experience. If you advertise for experienced workers these days it is difficult because of the Privacy Act to obtain information on work history. However, this is still the preferred method of employing staff. At least you have total control as to how you want the job done and with no family feuds to worry about.

One of the first things all companies should do is complete a company profile which sets out your future agenda. You will not get a good reliable cleaner if that person thinks the company might fold in 6 months. Always remember, the job applicant is looking to a future as well as you. You should also reassure new employees that provided they do the right thing by you they will receive the same goodwill on your part.

You should set out details of the position available, hours, wages, conditions, holidays, sick leave, job location. When interviewing try to find out the applicant's work history, have they experience with a variety of cleaning machines, are they seeking long term employment etc. Don't employ someone looking for a job for 3 months only. Check if the person is OK to work alone. Some males will not take orders from females. Is reliable transport available?

Most reliable cleaning staff are in the 30-50 year age bracket but don't automatically rule others out.. On small jobs some companies employ husband and wife teams which sometimes works well and others do not, one goes on holiday so you lose two, one is sick and the other can't drive, again a loss of two.

The NSW Award provides a one month probationary period to iron out any of the above problems before you are stuck with the situation so use that provision to your best advantage.

ACCA NEWS

QUEENSLAND

We have applied to the Queensland Department of Industrial Relations for ACCA to become a Registered participant in any negotiations pertaining to the Cleaning Contractors' Award (State).

Until recently our competitors were carefully telling their members that we could not represent them because we were not registered. Whilst this is not true we undertook to obtain registration in order that all our Queensland members could be sure that we were their legally authorised representatives.

Once this has been settled we will commence negotiations with the Union in Brisbane to have the award treated as a proper document instead of being an opportunity to ensure the BSCAA Certified Agreement always offers better conditions. Because the Union has a preference clause in the Certified Agreement it is in its interests to ensure the companies in Queensland are operating under the Agreement and not the Award.

NSW

Current action is centred around the application for an additional Award to enforce portability of entitlements in the Schools Cleaning Contracts, as reported elsewhere in this issue.

New wage Rate Schedules and accompanying letters have been sent to all members and we encourage you to utilise the letter we prepared to go along with your application for price increases to clients. **Please note** that in our attempts to bring more efficiency to our service, we have taken to sending documentation to you via the email. Unfortunately, some members only have access to "Hotmail" accounts for their email and we are finding it difficult to get information to those of you with Hotmail accounts. As you would know the Hotmail account is a free service but Ninemsn have recently reduced the size of your free account box and are encouraging you to pay for a larger download service. We suggest you either do this or go with another ISP (Internet service Provider) so we can give a better service.

Testing and Tagging of Electrical Equipment



As you are aware accidents happen in the workplace!

As people responsible for running a profitable business, **YOU** need to make the workplace safe for all who attend it.

DID YOU KNOW? Testing and tagging all electrical equipment, including leads, is a requirement by law.

DID YOU KNOW? Failure to test and tag can lead to heavy fines from WorkCover.

DID YOU KNOW? WorkCover Inspectors can enter onto any work site at any time and inspect your equipment and you can not refuse them access.

It is time that this requirement of your business be dealt with in a professional manner. We can arrange for the necessary tagging at very reasonable rates. In addition we provide you with a list of all your equipment, including details of location, serial number, description (make and model) and evidence of the test and tag. This is a ready made asset register and a reminder for future tagging requirements.

Call Ian Charlton on (02) 97121500, mobile 0407 944746 to arrange an appointment.

Tag Now! Make Your Worksites Safe And Avoid WorkCover Hassles



We are on the web:

www.cleaningcontractors.com.au

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FOR SALE

CARPET CLEANING SYSTEM

"Hot Vapour Hybrid" powered by an 18hp Honda Generator complete ready to use. Has only done 970 hours, owner desperate to sell & needs to pay out lease. Comes complete with fully auto Avenger booster Box, 15" ss wand, 12" ss wand, vapor tech upholstery tool, pre spray gun, stair tool, 3 way live hose reel, 45 metre solution hose, cold water fill hose. Will sell separately if required. Can provide owner finance if necessary.

WEBSITES

As you know by now there are a number of websites which can be of use.

www.johnsondiversey.com.au/msds www.agar.com.au
www.cleantec.com.au www.research-products.com.au
www.truebluechemicals.com.au www.whiteley.com.au
www.tenders.nsw.gov.au www.incleanmag.com.au
www.market.fairfax.com.au/tenders/smh.html

Ours is the most useful with many freebies

OUR MISSION STATEMENT

Our aim is to provide a range of services specifically designed to meet the needs and aspirations of the small to medium sized companies operating in the Property Services Industry. We know and understand just how difficult it is to operate in such a competitive market and we aim to supply services which will assist in achieving your aims and in doing that part of your job which you do best.

John Cavers is available to assist with any Industrial problem from Unfair Dismissal to Award Interpretation and you can get him at the office or on 0417 251200.

John Laws can help with Tenders, Costing, Documentation, QA, OHS & IM, Cleaning Software etc.

Get him on 0418 225 180 to come and help.



TECHNICAL FILES

Issue 6

LAYING POLISH

CHEMICALS: PLAZA

EQUIPMENT:

- | | |
|---|-------------------------------|
| Personal Protective Equipment (goggles, gloves) | Tape |
| Wet Floor Signs | Dust Mop |
| Buffing Machine and pads | Clean Mop Bucket with Wringer |
| Dust Pan & Broom | Plastic liner |
| Clean Rayon Mop with handle (wash new mops with neutral detergent and rinse thoroughly) | |

PROCEDURES:

| STEPS | | KEY POINTS |
|---|--|--|
| 1. Assemble equipment. 2. Remove any free-standing objects from the floor. Floors must be stripped using procedure F1. | | 1. See above. 2. Place "Caution-Wet Floor" signs at the end of each area. Place walk-off mat at exit area. |
| 3. Dry burnish the floor using clean new pads. 4. Tape edge if this area meets another tile or carpet area. | | 3. Floors must be clean and free of any old sealer/finish. 4. Protect surfaces from contact with floor sealer/finish that could be damaged. |
| 5. Dust mop entire floor and remove all dry soil & dust. 6. Ensure adequate ventilation is present. | | 5. Work toward ends of aisles, pick up with dust pan and broom. 6. Open windows or mechanically ventilate area. |
| 7. Pour sealer into clean dry bucket reserved of floor sealer/finish. 8. Dip clean rayon mophead into the bucket. Pull out using a light pressure on the wringer. | | 7. Avoid contamination and makes clean up easier. 8. Wring until mop no longer drips. Do not apply excessive pressure as the mop will be too dry. |
| 9. Apply first coat to the floor staying 10-20 cm from edges or baseboards. 10. Outline area to be finished. Fill in outlined area with an overlapping figure-eight mopping pattern. | | 9. The areas close to edge are low traffic and do not normally require as many coats. 10. When mop starts to drag, rewet. Do not force dry the surface. |



The beautiful east coast of
 Tasmania taken back in
 December 2003

