

## Memorandum

<b>To</b>	All Joss Cleaning Staff
<b>From</b>	Deborah Martin HR Manager
<b>Date</b>	25 <sup>th</sup> March 2020
<b>Subject</b>	<b>Enhanced Cleaning Hours</b>

As the Coronavirus pandemic rapidly escalates, Property NSW have confirmed that we are now required to provide 'Enhanced Cleaning' to NSW Department of Education Clients.

Joss have communicated with School Principals and wish to provide the following information to you regarding Enhanced Cleaning and what this means. We expect that we can provide Enhanced Cleaning services across all sites by the end of this week and sooner where arrangements can be put in place quickly.

Importantly, it is noted that Joss provide '*regular general cleaning and periodic cleaning*' under the scope of the Whole of Government General Cleaning Contract and Cleaning Employees will continue to carry out our work as normal. Enhanced Cleaning covers duties beyond this.

Effective immediately, all schools require an additional 25% increase in cleaning, calculated upon "commencement state" hours, for "enhanced cleaning".

### **What are Enhanced Cleaning duties?**

In addition to general cleaning, Enhanced Cleaning duties will include a thorough wipe down of the following, including, but not limited to:

- Internal and external door handles;
- Bathroom fixtures that aren't otherwise cleaned;
- Handrails in stairways and movement areas;
- Desks in all rooms;
- All outdoor furniture and handrails including play equipment at ground level;
- Light switches in all rooms;
- Bag racks and other hard surfaces that are regularly touched.

In line with our usual practices, Joss will ensure you have the appropriate cleaning products on site.

Supervisors are aware that in order to complete some of the above duties, cleaners may be required to remain on site during school hours, however distraction to and interaction with students and teaching staff should be kept to a minimum.

### **Who gets the additional hours?**

Where we can fulfil the Enhanced Cleaning hours with existing permanent staff, we will do so. Supervisors will be in contact with staff at their locations in relation to any additional hours available.

Where a Cleaner accepts additional hours, they will be paid the flat rate of \$41.64 per hour. This rate represents double the rate of a Cleaning Services Level 1 employee as described within the *Cleaning Services Award 2010* and is payable regardless of current shift rate arrangements, ensuring equality across all Cleaners assisting with Enhanced Cleaning.

This rate will be paid as an 'overtime' rate and will not attract leave accruals or Superannuation. Each occasion that you work will be a separate period of employment which ceases at the end of that engagement.

Payments for Enhanced Cleaning will be made in line with normal pay period processing.

Where Enhanced Cleaning opportunities are available at remote locations, these will be arranged by a Supervisor, approved by an Operations Manager, and travel will be payable at the rate of \$1.56 per km.

Joss reserves the right to withhold the offer of additional hours from permanent staff where there is a compromise of safe levels of over-time, pre-existing injuries or illness, and in consideration of individual circumstances.

There is no obligation for any Cleaning Employee to take up additional work.

### **Commitment to Enhanced Cleaning**

The commitment to Cleaners for the next 3 months is as follows:

- Regardless if the schools are operational, cleaners are to continue to attend work to undertake cleaning services (including the delivery of vacation cleaning, periodicals etc in designated holidays)
- Cleaners will continue to be paid for regular cleaning shifts for this period
- Cleaners will continue to be paid for Enhanced Cleaning hours for this period
- Cleaners may be redeployed to other essential government services such as Ambulance, Fire, Police etc depending on vacancies at the time.

### **Which sites will get Enhanced Cleaning?**

A 25% increase in cleaning time will apply to all sites based on their 'Contract Commencement State Hours'.

It is anticipated that this program will run for 12 weeks. After that time, there is no ongoing obligation on Joss to continue providing additional hours for staff.

Joss appreciate that our cleaners have been going over and above what is required to deliver the best service possible to our Schools. You are a valued part of the local community and we thank you for your ongoing commitment during this difficult time. The work environment is changing quickly, and we remain committed to keeping you as up to date as possible. As previously requested, please remember to:

- Maintain Social Distancing whilst at work, that means avoiding unnecessary contact with others on the site. For example, when signing on and off do so one person at a time, maintaining 1.5 meters between yourself and other staff or site personnel and when you are checking the Communications Book each Cleaner is to do that separately.
- Wear your usual PPE as described in the Work Procedures - your Joss issued disposable gloves have undergone testing and have been approved for use during cleaning tasks.
- Hands must be washed with soap and water before putting gloves on.
- Virex should be used in a spray bottle only on all touch surfaces, please contact your Supervisor if stocks are running low.
- You must continue to use Ezitracker, it is an important management tool for Joss and an important way of allowing Joss to monitor your health and safety.

If you have any questions in relation to the advice above, please contact your Supervisor or email [cleaning@jossgroup.com.au](mailto:cleaning@jossgroup.com.au) and a member of the Human Resources Department will respond.

Kind Regards

A handwritten signature in black ink, appearing to read "Deborah Martin".

Deborah Martin  
Human Resources Manager