

Corporate Social Responsibility (CSR) Policy

1. Purpose

WT Facility Management is committed to conducting our cleaning business in a way that is environmentally responsible, socially fair, and economically sustainable. We understand that the choices we make about chemicals, waste, staff conditions, and community involvement have a real impact on our workers, clients, and local environment.

This policy extends our commitments within our certified ISO integrated management system and the practical actions we take to meet them.

2. Scope

This policy applies to all directors, employees, subcontractors, and casual staff of WT Facility Management, and covers all work carried out on client premises and in our own operations.

3. Our Commitments

3.1 Environmental Responsibility

Use environmentally certified (e.g. Good Environmental Choice Australia or equivalent) cleaning products wherever practical, and phase out products containing harsh chemicals, phosphates, or non-biodegradable ingredients.

Minimise water and energy use during cleaning operations (e.g. cold-water cleaning were effective, energy-efficient equipment).

Reduce single-use plastic through concentrate refill systems, microfibre cloths instead of disposable wipes, and bulk purchasing to cut packaging waste.

Sort and recycle waste correctly at our premises and encourage clients to do the same where we manage bins.

Maintain fuel-efficient practices for staff travel between jobs (route planning, shared vehicles where possible).

3.2 Our People

Pay at or above Award rates under the Cleaning Services Award (or relevant applicable Award) and meet all Fair Work Act and Victorian long service leave obligations.

Provide secure, reliable rostering and avoid unreasonable last-minute shift changes.

Ensure all staff (including casual and subcontracted cleaners) receive proper induction, PPE, and training in safe chemical handling (SDS access, correct dilution, storage).

Maintain a safe working environment consistent with the Occupational Health and Safety Act 2004 (Vic) and WorkSafe Victoria guidance, including manual handling training and incident reporting procedures.

Actively support a workplace free from discrimination, bullying, and harassment, consistent with the Equal Opportunity Act 2010 (Vic).

Where practical, prioritise employing locally and supporting staff from disadvantaged or migrant backgrounds who make up a significant part of the cleaning workforce.

Monitor suppliers and subcontractors for practices out of alignment with the Modern Slavery Act 2018

3.3 Ethical Business Practices

Deal honestly and fairly with clients, suppliers, and subcontractors, including transparent quoting and timely payment terms.

Where subcontractors are used, take reasonable steps to confirm they meet Award pay rates consistent with Fair Work compliance expectations for the cleaning sector.

Maintain appropriate insurances (public liability, workers' compensation) and business registrations.

Protect client and staff privacy in line with the Privacy Act 1988 (Cth).

3.4 Community Engagement

- Support local community organisations or charities through in-kind cleaning services, sponsorship, or volunteering, where the business can reasonably afford to do so (e.g. [example: annual pro-bono clean for a local not-for-profit]).

- Prioritise local suppliers for consumables and equipment where cost-competitive.

- Provide entry-level employment and on-the-job training pathways, recognising cleaning as an accessible industry for people re-entering the workforce.

This policy will be reviewed annually to ensure it remains current and reflects genuine practice within the business. Implementation and commitment deliverables are tracked in the monitoring and measurement register

Signed

Date:

