



Commercial Cleaning Provider Checklist

DUE DILIGENCE / BEFORE YOU APPOINT A CONTRACTOR

Use this checklist when comparing commercial cleaning contractors. Tick each item once you have seen suitable evidence or received a clear, site-specific answer.

Organisation _____ **Review date** _____
Site _____

01 Scope and quotation

- ☐ We have provided every supplier with the same written cleaning specification.
- ☐ The quotation identifies all areas, frequencies, tasks and cleaning times.
- ☐ Consumables, waste arrangements and periodic work are clearly included or excluded.
- ☐ The supplier has visited the site or asked enough questions to understand access and operational constraints.

02 Compliance and site safety

- ☐ Current public liability insurance and workers compensation cover, where required, have been supplied.
- ☐ The supplier can provide a work health and safety (WHS) policy.
- ☐ Site-specific risks and safe work procedures are documented; SWMS are provided where high risk construction work is involved.
- ☐ Hazardous chemical controls, current safety data sheets (SDS) and a chemical register, where required, are available.
- ☐ Keyholding, alarm, access-card and data-security arrangements have been explained.

03 People and training

- ☐ The supplier explains how staff are recruited, referenced and checked for the role.
- ☐ Staff receive an induction and task-specific cleaning training.
- ☐ Additional checks are available where the site requires them.
- ☐ There is a clear plan for holiday, sickness and emergency cover.
- ☐ A named supervisor or contract manager is assigned to the site.



Standards, service & value

Commercial cleaning provider due-diligence checklist

04

Quality control

- ☐ The supplier describes how routine standards are checked.
- ☐ Inspection records or cleaning checklists can be shared with us.
- ☐ There is a defined route for reporting a missed standard or urgent issue.
- ☐ Response times and accountability are clear.
- ☐ Regular service reviews are included in the contract.

05

Mobilisation and communication

- ☐ We understand the first 30 days of mobilisation.
- ☐ The supplier has allowed for site familiarisation and any initial deep clean.
- ☐ Day-to-day contacts and out-of-hours escalation contacts are documented.
- ☐ The contract states how changes to scope or schedule will be agreed.

06

Value and contract clarity

- ☐ Prices are being compared against the same scope, staffing assumptions and frequency.
- ☐ Additional charges and specialist services are transparent.
- ☐ Contract length, notice period and review dates are clear.
- ☐ The supplier can explain how they would adapt if our needs change.

Notes and actions

Prepared for AE Commercial Cleaning. Adapt this procurement checklist to each site and applicable state or territory requirements. It is not a certification of legal compliance.