

# WOOLWORTHS GROUP

Mr Stephen Palethorpe, Committee Secretary  
Senate Education and Employment Committees  
PO Box 6100  
Parliament House  
Canberra ACT 2600  
[eec.sen@aph.gov.au](mailto:eec.sen@aph.gov.au)

Dear Mr Palethorpe,

*Inquiry into the exploitation of general and specialist cleaners working in retail chains for contracting or subcontracting cleaning companies*

I am writing to provide answers to Questions On Notice during the Melbourne hearing attended by representatives of Woolworths Group Limited (**Woolworths**) on 4 September.

- 1. How many of the contractors signed a statutory declaration in 2010, 2012, 2013, and 2014 (that they were complying with the legal obligations) to their other contractors and employees?***

We do not have records of Statutory Declarations from this period at hand. We are conducting an archive search.

- 2. Which companies signed statutory declarations and had not complied with the legal obligations?***

There were seven contractors in Tasmania during the time of the FWO investigation (Cleaning Wizard, Pioneer Cleaning, 7-Master, ABC Healthcare, Jae My Holdings, Integrity Cleaning and ASCC). As noted, we do not have records of Statutory Declarations from this period at hand. We are only aware of one contractor that has been subject to a legal finding, Pioneer Services. The Federal Court handed down its decision in August 2018 and we understand Pioneer intends to appeal that finding.

- 3. Can you take that on notice as to whether they are still entities that can be pursued in the Fair Work Commission or elsewhere?***

We understand that the seven contractors referred to in question two are currently registered companies.

- 4. Can you confirm if any of the companies in breach are still working/engaged as contractors***

Pioneer Services is still engaged in all states. However, following the Federal Court decision, we have written to Pioneer seeking clarification on several matters and advising that they are being placed on hold for any new single site tenders for cleaning services until we have completed our review of the court decision. We understand Pioneer intends to appeal the

Federal Court decision.

**5. *What is the cost to Woolworths of the 5% external compliance audit program?***

The cost of external compliance using independent auditors is borne by our contractors. The cost of Woolworths' internal audit and compliance program, including two fully qualified investigative auditors, is approximately \$750,000 per annum.

**6. *Can you provide copies of Pioneer's tender to OzKorea?***

We do not possess a copy of this contract between Pioneer and OzKorea.

**7. *Which companies (currently) have contracts for cleaning Woolworths in Tasmania?***

There are four. They are Jae My Holdings, Mastercare, Just 1 Call, Pioneer Facility Services.

**8. *Names of people who were employed in signing cleaning contracts for Woolworths from 2012; and whether they are still employed or no longer with the company?***

We do not have records of all contracts from this period at hand. We are conducting an archive search.

**9. *Can you provide details of what you actually did to try and rectify any problems; and any responses that you got from subcontractors when you raised the issue?***

We refer the committee to our submission, and our opening statement and timeline provided to the Devonport hearing on 25 July. We are not aware of any specific feedback from the subcontractors on any specific issues they are experiencing.

**10. *Did you terminate any contracts arising from the Fair Work Ombudsman report?***

We have not terminated our contract with any contractor as a result of the Ombudsman's report, as prior to the recent Federal Court Pioneer decision, no contractor still working for Woolworths had been involved in legal proceedings with a finding of a breach of the Fair Work Act. As mentioned above, we are currently considering our response to the Pioneer decision.

The Committee also requested Woolworths provide (i) a list of subcontractors working on sites in Tasmania since 2010; (ii) a copy of tender documents; and (iii) our contract with Pioneer: please find these documents in separate correspondence.

Yours sincerely

Cameron Sinclair  
Public Policy Manager  
Government Relations & Industry Affairs  
Woolworths Group Limited