

5 October 2018

Mr Stephen Palethorpe  
Secretary  
The Senate  
Standing Committee on Education and Employment

By email: [eec.sen@aph.gov.au](mailto:eec.sen@aph.gov.au)

Dear Mr Palethorpe,

**Inquiry into cleaners working in retail chains**

Further to the participation of Coles in the Senate Committee's hearing in Devonport on 25 July 2018, I provide the following answers to the additional questions asked by the Committee.

1. Please provide details of the training provided to Coles cleaners to ensure that they are competent to carry out their duties.

Upon commencement, Coles team members employed in cleaning roles undertake an induction program which includes company policies and standards, safe work practices and use of cleaning equipment including chemicals, electrical equipment and manual handling. In addition to this, team members also receive training on how to carry out cleaning tasks specific to morning recovery, daily, weekly and monthly tasks as well as evening close which includes cleaning the delicatessen and ovens.

2. Please provide details of the internal classifications and remuneration of Coles cleaners.

Coles team members employed as cleaners are classified as a Level 1 team member, Level 2 team member or Level 3 team member. Level 1 team members perform cleaning tasks in store that do not require the use of ride-on equipment; Level 2 team members undertake cleaning tasks that require the use of ride-on equipment and Level 3 team members oversee the daily and weekly tasks within the store. The minimum hourly rates of pay for Level 1 team members is \$21.26 per hour, for Level 2 team members \$21.77 per hour and Level 3 team members \$22.11 per hour. The Coles Supermarkets Enterprise Agreement 2017 is publicly available on the Fair Work Commission [website](#)

Yours sincerely

**Vicki Bon**  
Government and Industry Relations Manager