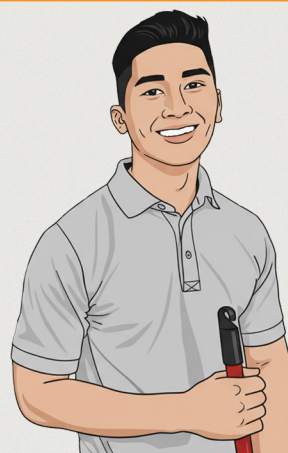


INDUSTRY ECOSYSTEM

The wider Cleaning industry includes many different aspects of cleaning from cleaning offices to hospital rooms to street sweeping. It includes businesses whose main business is cleaning, and also a large number of cleaners who are employed directly by businesses such as hospitals or hotels. This report focuses on Commercial Cleaning and also touches on Healthcare, Aged Care, Accommodation, and Domestic Cleaning.

As a direct employee of a cleaning company I...

- ▲ clean offices, B2B environments, council and government work
- ▲ have structured, consistent work, at a range of times and days
- ▲ Receive employee benefits including holidays, sick pay and KiwiSaver
- ▲ am paid at least minimum wage, sometimes living wage or MECA rate



In hospitals, I...

- ▲ clean hospitals and other healthcare facilities, including patient rooms and common areas
- ▲ am directly employed by a hospital or work for a cleaning company
- ▲ can work a variety of hours, with daytime most common, and usually have consistent weekly shifts
- ▲ am paid an hourly rate set by the MECA, typically higher than in most other parts of the sector
- ▲ work in a highly regulated, structured environment with consistent work, pay, and employee benefits (holidays, sick leave, KiwiSaver)

In aged care, I...

- ▲ clean patient rooms and common areas in aged-care residential facilities
- ▲ am directly employed by an aged care facility or work for a cleaning company
- ▲ can work a variety of hours, with daytime most common, and usually have consistent weekly shifts
- ▲ am paid at least minimum wage, sometimes living wage or MECA rate
- ▲ have structured consistent work, pay, and employee benefits (holidays, sick leave, KiwiSaver)

In accommodation I...

- ▲ clean guest rooms and common areas in hotels, motels, or other short-term accommodation
- ▲ am directly employed by a hotel or other accommodation provider
- ▲ can get shifts any time of the day, day time is most common. Work can be seasonal and vary by day of the week
- ▲ am on an hourly rate
- ▲ can vary my hours, and seasonal work is available if I want extra income

In domestic and residential cleaning I...

- ▲ clean private homes
- ▲ am franchise-based or self-employed
- ▲ generally work weekdays during the day
- ▲ operate on contract pricing
- ▲ have flexibility over my hours, work only during the day, and have the option to run my own business

As a franchise owner-operator I...

- ▲ get to own my own business
- ▲ usually clean offices, schools and other commercial spaces
- ▲ get contract pricing as a franchise owner
- ▲ most commonly work evenings, some weekends
- ▲ can often work in my own time sometimes after my day job

Commercial Cleaning

Wider Scope