

Ethical Sourcing

Worker Accommodation

Definitions

1 Worker Accommodation Definition

- 1.1. Worker accommodation is defined as any accommodation and sleeping facilities provided for out of work hours, arranged on the workers' behalf. It may be provided at no cost or at a rental fee agreed with the worker, paid by the worker, the Supplier or a labour provision contractor.

Supplier Guidelines

1 Local Guidelines

- 1.1 Suppliers shall abide by all local regulatory requirements and guidelines regarding worker accommodation.

2 Location, Rental Fees and Conditions

- 2.1 Worker Accommodation must be located within a reasonable distance from the worksite, as not to unreasonably extend the working day.
- 2.2 Transport provided by the Supplier to the worksite from the worker accommodation must be safe and any transport fees must be agreed by the worker.
- 2.3 Adequate transport options should be made available for workers to access local community amenities.
- 2.4 Any rental fee arrangements must be fair and transparent. These rental fees must not exceed either the fair market rate for rent in the local area or a reasonable proportion of the workers' income.
- 2.5 The practice of withholding worker ID papers, passports, visa documents or work permits is prohibited.
- 2.6 Accommodation regulations must be non-discriminatory, fair and reasonable. Regulations on alcohol, tobacco and third party access to worker accommodation must be clearly communicated to workers. Workers must be provided with a copy of the workers' accommodation rules and guidelines in a language or through a media they understand.
- 2.7 Mechanisms for worker dialogue and conflict resolution should be in place to allow any concerns regarding accommodation to be raised.

3 Water

- 3.1 Workers must have easy access to an adequate supply of clean water.
- 3.2 The quality of water is to be regularly monitored and must comply with local standard requirements.
- 3.3 Tanks used for the storage of water should be covered to prevent stored water from being contaminated.

4 Heating, Air Conditioning, Ventilation and Light

- 4.1 Worker accommodation must, depending on the ambient temperature, be provided with adequate heating, ventilation or air conditioning to maintain a comfortable resting temperature.
- 4.2 Each sleeping room must have at least one operational ceiling-mounted light fixture.

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5 Health and Safety

- 5.1 Worker accommodation buildings must be kept in good repair, with adequate drainage and sewage services.
- 5.2 Worker accommodation must be kept clean and free of garbage. At least one garbage container with a lid should be provided for each sleeping room and emptied when full or no less than twice weekly.
- 5.3 Worker accommodation buildings must be kept free of vermin and insects, and in areas where mosquitoes are prevalent, all workers must be provided with sleeping protection nets.
- 5.4 Separate facilities should be provided for sick workers to prevent the spread of transmissible diseases among the occupants.
- 5.5 First-aid kits shall be readily accessible for use by workers at all times and shall contain adequate supplies. An adequate number of staff/workers are to be trained to provide first aid.
- 5.6 Workers should have easy access to medical facilities and fully qualified medical staff.
- 5.7 The accommodation manager should have a duty to report to the appropriate health authority specific diseases, incidents of food poisoning or casualties.
- 5.8 Fire safety measures should be taken, including installing and maintaining fire equipment. Each dormitory sleeping room and all common areas shall have proper and functioning smoke detectors. Proper firefighting equipment shall be provided in an area that is readily accessible from each sleeping room and common assembly rooms.
- 5.9 Each new occupant must receive an orientation on fire safety, emergency evacuation procedures, and training on the use of fire extinguishers. Annual training records should be maintained.
- 5.10 Suppliers must provide a copy of the building's emergency action plan, including a route map, exit doors, evacuation stairwells and a safe assembly point, to all workers and post the plan in visible locations on each floor of the building.
- 5.11 For fire safety reasons, no personal high-voltage electrical equipment (exceeding 36V) is allowed. Suppliers should ensure that extension cords are being used for appropriate application and that multiple outlet adapters or surge protector strips are not being connected to one other.
- 5.12 Radiators and other heating apparatus should be placed so as to avoid risk of fire.
- 5.13 Storage of hazardous or combustible materials is not permitted in sleeping rooms.
- 5.14 Safety exits should be clearly marked, be clear of obstructions and properly maintained. There should be at least two exit routes from each floor of the worker accommodation building, and all exit doors should be unlocked and open outward.
- 5.15 Emergency lighting should be installed, operational and checked regularly.

6 Self-Cooking Kitchen and Laundry Facilities

- 6.1 Where no canteen is provided, adequate self-cooking kitchen facilities must be provided.
- 6.2 Self-cooking kitchen facilities must include cooking facilities, running water and adequate lighting.
- 6.3 Worker accommodation must provide adequate laundry facilities easily accessible to all workers.

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7 Canteen Facilities (if provided)

- 7.1 Where a canteen is provided for workers' meals, the canteen must have persons in charge who have been trained in food safety and handling.
- 7.2 Food preparation, service and storage places are to be adequately ventilated, clean and equipped.
- 7.3 Wall surfaces adjacent to cooking areas must be made of fire-resistant materials and food preparation tables equipped with a smooth, durable, non-corrosive, non-toxic, washable surface.
- 7.4 Food provided must be of appropriate nutritional value.
- 7.5 Food provided should take into account workers' religious requirements and cultural backgrounds.

8 Security

- 8.1 Provisions must be made for workers' physical safety and well-being.
- 8.2 Workers must be provided with facilities to secure their private documents and valuables, which allows them ready access when required.
- 8.3 Where single workers share sleeping rooms, rooms shall be separated by gender.

9 Social and Leisure Requirements

- 9.1 Common assembly rooms and adequate recreational facilities should be provided.
- 9.2 Workers should be allowed limited social or business visits at the worker accommodation, provided this does not adversely impact other workers at the accommodation.
- 9.3 Workers must be provided with spaces for religious observance as required or requested by workers.

10 Queries and Feedback

- 10.1 For any queries or feedback regarding Coles' Worker Accommodation expectations, please contact the Coles Ethical Sourcing Team at EthicalSourcing@coles.com.au.