10 Reasons why your Shopping Centre Cleaning client needs Incidental PI / E&O

1. Cleaning Around the Public
Cleaning during trading hours requires careful planning of when and how work is performed around customers. A poor work plan can disrupt tenants, restrict access or cause financial loss beyond the bodily injury and property damage covered by public liability.

2. Wet-Floor Controls and Reopening Advice
Staff may decide where barriers are placed and when an area is safe to reopen. If those procedures are inadequate, the cleaner may face allegations about negligent risk advice or systems as well as a conventional slip-and-fall claim.

3. Incorrect Chemical or Surface-Treatment Advice
Shopping centres contain polished floors, food-court surfaces, glass, stone and specialist finishes. Recommending the wrong product, dilution or treatment can damage assets, void warranties or require costly remediation.

4. Spill Response Plans and Prioritisation
Centre management may rely on the cleaner's advice about response times, escalation and allocation of staff. If the plan is unsuitable, tenants may claim lost trade or the centre may incur additional emergency and rectification costs.

5. Inspections, Checklists and Electronic Records
Cleaning contractors often record patrols, inspections and completed work. Missing or inaccurate records can lead to allegations of negligent inspection, incorrect reporting or failure to deliver an agreed risk-management service.

6. Food-Court and Amenities Hygiene Programs
Advice about cleaning frequency, sanitising methods and high-touch areas can affect health standards and centre reputation. An inadequate program may cause closures, re-cleaning costs or lost income without any physical damage.

7. Entrances, Escalators and High-Traffic Areas
The contractor may recommend cleaning windows, staffing levels and methods for high-risk zones. If the recommendation does not reflect pedestrian volumes or weather conditions, the centre may allege professional negligence.

8. Staffing Levels and Service Scheduling
A cleaner may design rosters and service frequencies to meet a centre's trading profile. Underestimating resources or scheduling critical work poorly can cause service failure, tenant complaints, deductions or replacement-contractor costs.

9. Supervision of Staff and Subcontractors
The cleaning company may develop procedures, allocate zones and audit work performed by employees or subcontractors. A failure in these management services can create a professional liability exposure separate from the worker's physical acts.

10. Contractual KPIs and Centre Reporting
Shopping-centre contracts often contain response times, cleanliness standards, audit scores and reporting obligations. Errors in the systems used to measure or certify performance can trigger claims, contract deductions or termination costs.

Remember that cleaning is not purely a manual service. Your client may assess sites, recommend methods, design procedures, prepare reports and make decisions that others rely upon. Public liability generally focuses on personal injury and property damage. **Incidental PI / E&O can address allegations arising from professional advice, specifications, inspections and other errors or omissions, subject to the policy terms.**