

UhUb has helped Greenzest create and maintain new levels of cleaning standards through enhanced employee engagement

As one of the UK's leading office and commercial cleaning contractors Greenzest has an ethos of not just wanting to appear different, but to really make a difference. A business focussed on sustainability they support this with what they call the four Ps: Planet, Partnerships, Productivity and most importantly, People. They acknowledge the cleaning industry hasn't always paid enough attention to the teams and individuals who carry out the work and believe treating individuals as a commodity leads to getting very little back from them. As a personable business, with a family feel they put people at the centre of how they operate.

At the heart of this is employee engagement which allows them to measure employee capability and levels of interest in their day-to-day tasks. It helps to

identify weaknesses at an early stage within teams and individuals that need to be addressed. UhUb has been deployed as a tool that helps Greenzest take employee engagement beyond just training, which they love! The platform allows them to communicate with the entire cohort or with individual teams making it the perfect tool for a geographically diverse operation. They've benefitted from using the platform to regularly update teams on company data including equal opportunities policies and a range of environmental policies with the advantage that everyone can see the policies anywhere, anytime. It has also been used to praise people through a reward process highlighting that Greenzest have started to maximise the full extent of the functionality the platform offers.

"We are a relatively small organisation, and we use UhUb to support and maintain communications, to deliver training and develop teams and individuals. We don't have a dedicated Learning or Training and Development Manager. The ability to have UhUb on my desk, be able to update training, communicate with staff, measure training deliverables and outcomes is a real blessing. It saves a whole load of administration and therefore keeps our productivity and our business principles at the forefront of what we do as an organisation." Iain Fraser-Jones, MD at Greenzest

Incentivising the teams has been an important part of Greenzest's success and they believe it's not simply about getting training completed quickly but more importantly encouraging actual learning. As a result, Greenzest has become one of the most successful engaged companies within the UhUb community, a position they are very proud of. At the start of their UhUb journey they fully embraced the accreditation process and helped to set the top level standards UhUb offers today: Platinum and Diamond Engaged accreditations. In the early days UhUb only accredited up to Gold Engaged level (90% trained) and very soon after they came on board Greenzest achieved Gold Accreditation and asked what's next? UhUb's MD Stephen responded with "we'll have to do Platinum". Once that was achieved, again, they asked "what's next Stephen?" and Stephen, obligingly developed the Diamond Accreditations, which means every month for a minimum 12 months consecutively, 95% of staff must have completed the entire UhUb Cleaning Training course.

This standard of training became the norm for Greenzest and if the teams dropped below 96%, a call from Iain, their MD, came asking, "is everything

alright? we need to do a little bit more here." The business was able to track their performance through the monthly reports which highlighted any gaps and soon it became second nature for the teams and managers to operate at Diamond level, preventing those calls from Iain. However, Greenzest still weren't satisfied and in 2021 they went on to achieve Double Diamond status: 24 months continuously at 95% and in 2022 achieved Triple Diamond status and having 95% of their cohort fully trained for 36 months. Whilst they have a very clear focus on the basic cleaning training as that delivers against the day-to-day cleaning standards, they also encourage all their managers to go through the challenging Supervisor Level 1 training, and then the more advanced Supervisor Level 2.

The monthly report has now become an integral tool within the HR process. They quickly realised the UhUb platform is a strong indicator of how people will perform within the organisation. New operatives are now asked to complete their UhUb training as part of their probation period. How they embrace the platform and the training is very demonstrable, so it's very easy to see the individuals that are super quick and keen to get it done.

"It's a great measure of how our onboarding process works and how people have embraced it. The managers are encouraged to look at whether someone new has engaged with the training and how quickly they've completed it. It helps to understand how the individuals value the training, the process, and our business purpose." Iain Fraser-Jones, MD at Greenzest.