



Whole-Workforce Training & Engagement

Education Technology for the Cleaning Sector



REGULAR
CLEANING

Working collaboratively with UhUb has helped Regular Cleaning to significantly enhance their training

Regular Cleaning are a highly respected London based commercial cleaning company with over 50 years experience. They employ over 800 colleagues, are growing rapidly and despite their size maintain a family business ethos and commitment to their clients. Having such a large workforce and a relatively small Learning & Development team created some challenges in ensuring the whole team are fully trained. Within the cleaning sector companies often claim to train people and don't necessarily deliver against it. However Regular are very

clear this is not how they operate. In the early days, like most cleaning companies, they simply didn't have the right platform and they were very aware of this.

About 4 years ago Regular discovered UhUb and quickly realised their colleagues would benefit from the extensive skills training UhUb provided. Regular also wanted to explore the opportunity to include their own video training content, something UhUb didn't offer at the time but were keen to explore.

'I believe we were the only UhUb client at the time that had their own training materials and what we love about Stephen and Paul is if you go to them with an idea and it's something that's going to benefit their product, they will work very hard with you to develop that idea which is what they did for us!' Gemma Bowers, Chief People and Culture Officer Regular Cleaning

UhUb's collaborative way of working allowed Regular to not only utilise the products already available and launch their own cleaning training videos but allowed them to go further still. Regular now generate a range of training content that surpasses practical cleaning training. They, like UhUb believe in the importance of holistic training and want to ensure they enhance their colleagues working experience wherever possible. Something UhUb calls 'Total Training'.

One of the key issues with any new working relationship is having a successful launch as this can set the tone for the partnership in the long term. In this instance, and in true UhUb style, it was managed very successfully from Regular's perspective. UhUbs' leadership delivered a series of on-site sessions pre-launch, that directly involved the site-based managers and supervisors. Key members of the team were able to ask questions, which helped with buy in, and they were then able to provide the right level of support across the business.

During the launch UhUb sent out lots of hints, tips and

reminders on getting the best from it and as a result the majority of the business adopted the new system very quickly. UhUb training is now fully embedded within the business and is an integral part of the executive monthly meetings. The live reporting suite allows the senior team to be aware at any moment where they are with their training programmes and agree steps on improving or developing it if necessary.

There have been a variety of benefits experienced by Regular since launching UhUb. The quality of training has significantly improved and whilst they still deliver face to face training, this is now supported by Regulars refresher videos on UhUb. To help maintain engagement Regular have introduced UhUb ambassadors; people who love the app and help support others on its use, resulting in even higher levels of engagement.

Finally, they have also seen a significant impact on the use of resources for training as well, freeing up the Development and Wellbeing team to be more creative and responsive to needs, whilst delivering both efficiency and supporting sustainability within the business.

'I love UhUb's accessibility to all colleagues meaning managers can access reports and deal with engagement in training themselves rather than relying on our Development and Wellbeing team. There is no longer the need to travel to 1 to 1 practical cleaning training, or the need to find cleaning cover whilst operatives train, this simplifies the process and is more sustainable. It has also eliminated the need for all the spreadsheets that used to be required to manage and record our training, something we are extremely grateful for!' Gemma Bowers, Chief People and Culture Officer Regular Cleaning