

COVID-19 has created an increase in liability for the cleaning sector and the need for greater, more demonstrable compliance.

UhUb is providing the perfect solution to ensure both saturation of adaptable training and live data reporting.

2020 has been a year of transformation in many ways, and for the cleaning sector in particular with the recognition of cleaners as key workers and a heightened awareness of the importance of cleanliness in assets and environments. This exploding awareness in the service user base has also created a demand for improved delivery, adaptability, saturation, and demonstrability of training.

Core to this is accountability, meaning that no longer is training simply just about training, where compliance is concerned, if it's not constantly updated, available and applied or you don't have the data to demonstrate it's completion, you may as well have not done it! The ability to share and prove training for all is even more critical to compliance and customer assurance than ever before.

Speaking to several Insurance Companies has highlighted a change in attitudes by them towards what has been the historical norm and an expectation for improvements to happen quickly, with Company and Covid liability being something that requires addressing. They tell us there will be a real need for far better saturation of training than before with full live data reporting.

Basically, training some and proving it with a signed piece of paper or a spreadsheet is no longer going to pass the bar. Standards will need to be much higher and will be scrutinised more than ever before.

UhUb clients are able to deliver any training to a whole-workforce, specific teams or individuals, and demonstrate results through the live data reporting suite, showing exactly what training is deployed, to whom and who has done what, when. With compliance set to be a growing issue facing the cleaning sector, we asked our clients what UhUb means to them when protecting themselves from liability.



This is what they had to say...

How is UhUb helping you from a 'traditional' compliance requirement view?

Jamie Wright (MD) Incentive QAS

"In our initial stages of working with UhUb we have already utilised the documents section to ensure we have important standard documents embedded, such as our company health & safety policy and insurance certificates. Our roadmap includes uploading our whole standard site file in order to reduce the amount of paper copies we have to produce for all contracts, many of which require annual updates. The next phase will be to share contract specific documents as we do with contract specific training modules already on UhUb. This will include Risk Assessments and Method Statements along with COSHH assessments and site-specific inductions"

Iain Fraser-Jones (MD) Greenzest Ltd

"At Greenzest we have fully embraced UhUb's capability beyond the delivery of training. We now encompass the wide range of information and engagement tools that not only streamline our operations but ensure we no longer need to print mountains of documents for our site files with reams of repetitive data around COSHH or SSoW. We are able to upload this data onto our UhUb Documents file for a particular site which allows all of our site staff to access it. From a compliance perspective being able to demonstrate through data that training was delivered and passed is an absolute necessity. As such UhUb has reduced our administration, improved our training & compliance, and our carbon footprint"

Gemma Bowers (HR & L&D Director) Regular Cleaning

"We are moving to using UhUb to help with training in all areas of our business. From educating people on policies and procedures, to using new programmes and software. As well as enhancing UhUb's Induction, Core and Advanced skills with more personalised training on site specific equipment, cleaning regimes and procedures. Stephen and

Paul from UhUb are so receptive to ideas and developments, we're constantly discussing how we can utilise UhUb and really integrate it into everything we do. UhUb really is the training platform we always wanted, enabling us to share our own videos and information with the added benefit of also providing readymade courses specific to our industry.

The training reports really help, as we can demonstrate to our clients with live data what training has taken place and when, so they can see that we are delivering training and we're not just 'talking the talk'."

Lee Andrews DOC Cleaning Ltd

"In terms of documentation, the ability to provide our workforce with instant access to this important information has been a huge benefit. Given the ever-changing requirements and guidance in the current climate we are able to revise our documentation on UhUb and then inform all staff that documents have been updated via messaging. This means that the latest guidance is available in a matter of hours to all, as opposed to spending time printing and distributing the documents to site. Aside from this, we're able to satisfy our own requirements to ensure that staff always have access to relevant COSHH, H&S and other guidance documents whilst carrying out their usual duties."

How will UhUb be used to provide compliance, risk mitigation and protection in the 'COVID liability' world we are getting used to?

Jamie Wright (MD) Incentive QAS

"The emphasis on cleaning and disinfection will remain high on everybody's agenda as we emerge from the pandemic and I believe it is the responsibility of the cleaning industry as a whole to ensure the importance of a hygienically clean and regularly disinfected environment does not waiver. Through UhUb we are able to continually train and re-train our staff in the basic cleaning principles, new methods and changing guidance as it occurs – all without having to physically be with them. With the restrictions on our movement during the pandemic UhUb has been a welcome addition to our business and shows the cleaning teams we are still investing in them, and the senior leadership team can be confident we remain continually compliant."



Gemma Bowers (HR & L&D Director) Regular Cleaning

"It is becoming a prerequisite when tendering for new business to demonstrate how you train colleagues to be COVID compliant, and what tools you use to communicate compliance, best practice and to mitigate risk for all in the service chain. UhUb plays a big role for us to show our colleagues what our expectations are and how they must keep themselves, our clients and the public as safe as possible. UhUb also plays a big role in us reassuring our clients and enabling them in turn to reassure their clients, occupiers and visitors."

Lee Andrews DOC Cleaning Ltd

"With regards to COVID-19, many clients are now putting in place their own risk mitigation requirements. Using the reporting tools we are able to demonstrate that all staff are aware of the risks and have completed all necessary training, whether it's been developed by UhUb, DOC or is client specific. So far, we have certainly seen UhUb help in the event of a claim as the ability to access the live training reports removes any ambiguity over the level of training that has been provided to staff. For us though, the biggest development has been the ability to distribute our own training and task lists, which helps ensure that we are offering a truly bespoke training package to all employees within one simple system."

So, as you can see we at UhUb, and our clients, understand not only how important it is to be compliant with our data but to have an engaged and motivated workforce that deliver outstanding cleaning standards and reduce risk. We believe that the history of how cleaning staff were trained no longer matters, now matters. Things are different now, it's time to adapt.

If you'd like to know more about UhUb why not get in touch? In 20 minutes, we could change the way you think about Training & Engaging staff forever.

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