



Design Cleaning discuss how introducing UhUb into their business early on motivated staff and won over clients

Design Cleaning are a London based company

specialising in bespoke commercial cleaning and infection control, delivering a unique, environmentally friendly service using natural products. They provide maximum efficiency with precise and accurate cleaning specifications which results in value for money without compromising quality. Since their launch in 2019, effective training to create high standards has been a core value.

Design Cleaning discovered UhUb during a tender process where UhUb was being used by a competing company. Design Cleaning explored UhUb's products and as they had never seen a product like it before, bringing them onboard was a no brainer! In the past training was carried out on-site with generic videos and functional step by step processes and they knew they wanted to include additional layers of knowledge such as why cleaning should be done in a certain way. The challenge was how to deliver this consistently right across the business. What they loved about UhUb was that the content was relevant, focused and the whole workforce

training philosophy meant all operatives receive the same best practice training foundations. UhUb ensures everyone in the business does the same training, whereas in the past this could not be guaranteed as there wasn't always the opportunity to cover everything particularly when onboarding new staff.

From the very beginning Design Cleaning imbedded UhUb into their business and it is a key part of their employee contracts. They insist that all new employees complete the training up to advanced level within the first 2 weeks and those that don't engage with the training and want to improve their skill sets, are not considered right for the business. They also love that it's a very simple process to follow as new starters receive a text message with their UhUb login details as part of the onboarding process. The supervisors ensure they are logged in, run through the training, and make sure operatives know where to find all the documents. The operative is then responsible for making sure the content is viewed within the first two weeks.

"I would recommend UhUb for any size of company, and I think the sooner you do it, the easier it is to really penetrate the DNA of the company and make sure it stays there as opposed to just being an add on 3 or 4 years down the line." Elad Amir, MD at Design Cleaning Services (UK) Ltd

To ensure UhUb is truly part of the organisation's DNA Design Cleaning have gone a step further and linked training to employees pay. Whilst they already pay above minimum wage, they ensure additional increases are incumbent on completing the training. New employees are guaranteed a pay increase within 2 weeks on completion of the initial training and this is applicable to all employees irrespective of the hours they work which has generated a lot of motivation within the teams. The feedback from staff has been great, with many highlighting they have never been trained like this before and even from those who've been in the industry for over 20 years, admit to learning new things.

Design Cleaning has not only seen an increase in employee satisfaction, capability, and knowledge levels since integrating UhUb, but they have also seen a

positive impact when tendering for new business. For those clients that view the tender documents, UhUb is adding real value as it cements Design Cleaning's commitment to how they train and support their staff and provides a competitive advantage. A recent tender win was not due to competitive pricing as Design were more expensive but on how they support their staff. A key value for the client, UhUb played a big part in convincing them Design Cleaning shared the same values. The client was so impressed with what UhUb offered they asked to be added; the Office Manager, the Operations Manager and their own in-house day time cleaner have now all joined. When Design Cleaning are tendering for business, they are not only able to promise they embed the right knowledge within their business, but they are also able to reassure new clients they will absolutely deliver against it.

"It's a great platform, and as Stephen and the team add more functionality and training courses it has become more and more useful and easier to use, not that it was hard at the start. It really has been a pleasurable experience" Elad Amir, MD at Design Cleaning Services (UK) Ltd