

DOC Cleaning talk about how UhUb helped to transform their business to become more efficient and effective

DOC Cleaning is a family business with traditional values set up over 50 years ago. With a focus on providing healthier, safer and more welcoming commercial spaces they employ over 1200 staff across London, the Southeast and the Southwest. They have always promoted training and in 2018 their Operations Director introduced UhUb to the business after working with them elsewhere. DOC had been aware of the expansion in training technology available within the industry, and they knew immediately upon meeting UhUb, that having UhUb onboard was a simple decision.

DOC quickly realised a business wanting to expand, which they did, needed a solution that delivered standardised training into the entire workforce and having something that's in the pocket (quite literally) would have a huge impact. From day one UhUb provided every member of staff instant access to training videos, making sure skill levels were achieved via the online quizzes. DOC also recognised the benefit of having a system that shared not only training but also documentation and direct messages across the workforce.

From the beginning feedback from employees was fantastic. They have valued the level of

management engagement for developing the teams, in particular the emphasis on employees progressing within the company. Many of the management staff started off at the cleaning level and are now able to demonstrate career progression with hard work and training. To keep staff motivation high DOC makes use of the 'live' reporting system and during monthly management meetings, regional performance is monitored, and best practice shared. A recent focus from their Learning and Development department to increase scores resulted in the company going from 65% to 82% staff engagement in just a couple of weeks then moved rapidly on to 90%.

Prior to UhUb, training records were kept locally on site and copies for audits had to be scanned and sent to head office, a laborious process. Today reports are instant, immediately sharing operatives' and manager performance statistics throughout the company. DOC understand the impact of the data they now have access to, as prior to UhUb there were misconceptions about employee performance. Now they can see how often the app is used by employees, with some carrying out revision after revision because they want to be top of the leader board. They see a real competitive edge amongst the teams.

"It was incredibly well received and the ability to give the teams access to the messaging function and a range of documents as well as the training has helped them to feel more engaged with the business. We really care about their development within the company, and this is a huge tool to help us achieve that!" Jamie Bull, Financial Director at DOC Cleaning.

Clients have been equally impressed when they understand how UhUb supports the operatives. The positive impact on clients has been the visibility of who's been through the core training as well client own specific training. Clients are now confident DOC value their operative's development and have given them the necessary skills to keep buildings clean and secure, and not simply left to their own devices. DOC are also becoming aware that as managing agents learn about the benefits of UhUb, more often PQQ documents for tenders include that

cleaning companies should be training their staff to UhUb standards. This is moving the industry in an important direction as DOC believe that unless operatives are trained to an excellent standard you shouldn't be allowed to bid for contracts.

During the last 5 years DOC and UhUb have worked collaboratively to make improvements to the app and ensure it is more accessible. The introduction of language translations and closed captions has been a huge help to DOC.

"UhUb has kept developing the tool and whenever we ask how we move the app forward there's always something more UhUb has delivered. When we signed up it was simply that you put your cleaners on site, and they had a list of skills training. Now it's become a lot more than that and just being able to manage everything from the admin portal and carry out bulk changes has been great." Jamie Bull, Finance Director at DOC Cleaning.

One of the most significant developments for DOC has been the ability to place their own content on the UhUb platform. They can create their own videos and courses, place them on UhUb and get them out to the wider workforce immediately, this has been a great way to share DOC's toolbox talks.

benefitted from the UhUb platform as it has enabled the business to both centralise and simplify the process for new operatives. There is now more info on UhUb about who they are as a company and business expectations. The staff only have to go to one central place to access all the training rather than having different links, different websites and training being given by different people in different manners.

The employee induction process has also really

"UhUb has helped us become more efficient and effective in an industry where a lot of people are part time, and time is of the essence. You don't have a huge amount of time to onboard people so it's vital to disseminate information as soon as employees start and make it easy for them to access." Jamie Bull, Financial Director at DOC Cleaning.

Jamie goes on to say;

"One of the initial concerns we had with UhUb is once the training is done what happens next? At the time the system was in its infancy and Stephen explained how it would develop and frankly that's exactly what's happened! They have delivered more content, more supervisor training courses, you've got the content catalogue now and the ability to upload your own bespoke training is ground breaking. It has changed everything for us as we can now come up with some basic training guidance, publish it on UhUb and all the operatives have access to it straight away, that speed of change is something we didn't previously have. The fact that there is still nothing like UhUb on the market makes renewing the contract year after year a no brainer."