



## Churchill Cleaning case study

Apex is a shared, multi-let office space in Reading covering approximately 200,000 sq ft, owned by Legal and General and managed by Bellrock and Savills. The site has 28 wings broken into four blocks and at full capacity has around 1,000 building users each day. A vibrant plaza sits at the centre of the building, providing a place for people to gather. Acting on behalf of Bellrock, Churchill has been working at Apex since November 2019, servicing the washrooms, plaza, car park and all other communal areas.

The site is adjoined to Reading train station and, during the pandemic, is still in use at around 5-10 percent occupancy. Churchill and Bellrock have been working together throughout the pandemic to

keep building users safe, focusing on communal areas and touchpoints. The Churchill teams have also been more visible as a reassurance to building users.

The site is likely to see a high level of footfall post-pandemic and could be at increased capacity by the time the final restrictions are removed on 21st June.

To maintain the highest hygiene standards, and in conjunction with Bellrock, Churchill implemented its workplace hygiene and safety programme, PRISM, at the site. This offers a science-based solution that keeps users safe from Covid and other infectious illnesses as communal areas come back into use.

## Combining the power of people, science and technology

PRISM is powered by science and technology to give property and facilities managers information on bacterial and viral load on touchpoints. This allows infection prevention solutions to be tailored, meeting the demands of building use without the risk of over-stretching FM staff.



Science must be the primary driver behind any hygiene programme. We have been carrying out randomised TVC swabbing around Apex that gives an auditable bacteria count. This can highlight any areas of concern, and also provides insight into what parts of a cleaning programme may or may not be effective. No swabs so far have returned any worrying findings, which is a testament to the effectiveness of the programme .

Reports are shared on an internal occupier portal and all building users, as well as property managers, are able to and encouraged to access them. This level of transparency provides a high level of reassurance to building occupants.

The use of the internal portal is one example of how technology can be used in a workplace hygiene programme. We also integrate PRISM with our own digital platform, Mo:dus, to schedule work, record actions and maintain a constant line of communication between all relevant parties, from the Apex occupants to our cleaning operatives.



We have placed QR codes throughout the building that are scanned by a cleaning operative upon their arrival. This tells the system they have arrived, and they are given clear instructions on exactly what is required for that area .

For all the great science and technology, it's the people that make this programme work. They are the ones carrying out the work, as they have been throughout the pandemic. Our cleaning operatives are highly trained, and we have been running additional training whenever a new process or piece of technology has been implemented.

Building users also feel an extra layer of assurance when they can see that cleaning and hygiene is being managed throughout the day.

## Creating a welcoming environment

Aside from the primary demand of keeping everyone safe, our teams aim to create environments that people are looking forward to returning to. This means demonstrating excellence in cleaning and hygiene, especially in shared spaces. Data-led provisions leave building users in no doubt that they are in safe hands. So far, Legal and General has been impressed by the solution.

Ben Dimond is the Head of Service Delivery South at Bellrock, the property and facilities management company that works with Savills and Legal & General at Apex. Dimond said:

“Having a hygiene provision that is informed by science adds a layer of reassurance that we’ve never had before. It’s allowed us to feel more confident about our occupiers coming back to the building this year.”

In addition to this reassurance, data-led cleaning is a means of increasing efficiency. At the beginning of the pandemic, it was instinctual for many cleaning providers to scale-up their provision and focus on regular deep cleans. This stretched cleaning provisions and placed a huge amount of pressure on cleaning teams, many of which were having to work at lower capacity. Data-led solutions allows cleaning to be focussed specifically on the areas that could pose a risk.



Scaled-up cleaning processes may have worked – to an extent – while offices have been working at low capacity but as footfall begins to increase, it will be important to allow comprehensive sanitisation to take place without getting in the way of building use. This solution streamlines the process and allows the frontline staff to concentrate their energy where it really matters.



Ben Dimond Head of Service Delivery South

## Preparing for the return to work

Businesses must fully prepare for the return to work in June with the expectation that their workplaces will return to full occupancy. Anything less than a comprehensive workplace hygiene and safety programme could put people at risk and prevent users from returning to the space.

PRISM has laid strong foundations at Apex and we look forward to ramping up in the coming months to continue our support.

