

# Churchill, technology and St. Pancras station

Churchill's digitisation journey is a significant focus for the business. The technology underpinning our group is also being used to help our clients be more efficient, effective and better informed about their businesses. Mo:duS, our digital platform is designed to make worklife better.

Mo:duS is best described in two parts – as a digital platform for the Churchill community, and as a highly configurable tech solution for clients. Both elements are key to Churchill's digital-first approach.

This case study focuses on the practical ways that the technologies have been adopted and the difference they have made in real situations.

## St. Pancras

St Pancras International (managed by Network Rail High Speed) welcomes more than one million passengers every day - daily commuters, visitors to the city, business travellers and those setting off on their holidays via Eurostar. Whatever their destination, a positive passenger experience is critical.

St Pancras International known as 'the destination station', offering shopping and a restaurant complex. It is an iconic station due to its mix of new and old with architecture - half the station comprises of grade I listed 19th century ironwork combined with modern glasswork.

The station is a gateway to Europe via Eurostar and the Channel Tunnel. In 2014, The Queen unveiled a plaque at the station to mark the 20th anniversary of the opening of the Channel Tunnel and the launch of the UK's first high speed railway.



High Speed Ltd. 

  
Churchill  
Group

## About the partnership

We have worked with Network Rail since 2017, delivering cleaning, janitorial and pest control services. Our partnership is built on our ability to deliver a world class service in a safe manner, focused on enhancing the customer experience aligned with Network Rail's ethos of always putting passengers first.

## Technology driving innovation

Technology is an enabler for positive change and continuous improvement and has underpinned our approach from the start. The coronavirus pandemic though brought the need for up-to-date tech and creativity around service provision to the fore.

Mo:dus is the platform that supports our digitisation journey. Its modular set-up allows complete flexibility while ensuring that all data collected from IoT sensors, staff using Mo:dus on their mobile phones or QR codes scanned by the client, our staff or the public are held in one system.

Most importantly, it allows us to continually develop our services over the duration of a contract. Regardless of professional procurement and contractual processes, it's becoming an archaic principle to deliver the same output-specification based service over a five-year contract. Data, and the trends it helps us identify, are enabling us to work proactively with our client and make positive changes. We understand that client needs change over time and Mo:dus allows us to adapt to changing requirements.

The Mo:dus system's modular architecture brings advantages in terms of the speed of system development that would not be possible with a legacy system.

## Cleaning and hygiene

Cleaning has been a core part of our service from the start of the contract. Following the pandemic, cleanliness and hygiene is more important than ever, but demonstrating excellent hygiene can be a challenge.

In 2020, we implemented PRISM, our workplace hygiene programme, which has Mo:dus as its backbone. Our teams carry out swab testing, focusing on high touchpoint areas. The swabs are analysed to produce a full report on the types and levels of viruses, microorganisms, bacteria, yeasts, and moulds present on the surfaces. The team then use the insights presented in Mo:dus to provide a tailored, and evolving plan of infection control.

All information is easily accessible for the client and allows them to make informed decisions based on data. As a result of PRISM testing, we concluded that robotic cleaning should be implemented to maintain exceptional levels of cleaning in particularly busy areas while minimising cost. Network Rail's trust in our teams allowed this to go ahead.

For the daily cleaning regime, we use Mo:dus to allocate tasks to operatives and they report completion of the task on the platform. This is done via mobile device and we train all operatives on how to use the system.

This creates an audit trail of who did what and when. Photographs can also be uploaded to the system. All of this is compiled into a report, again in Mo:dus, which is shared with the client.

App based technology has also helped manage unplanned cleaning incidences like spillages too. Occurrences are recorded and photographed from mobile devices, the data stored in the Mo:dus system and then rectified. The tech allows audit trails to be recorded that prove when an incident was reported, the scene attended and the problem rectified. From commercial and health safety risk reduction perspectives, the data is valuable.



## Sensor technology

In June 2020, we partnered with technology company Infogrid to implement smart cleaning processes.

The partnership started with an IoT system for toilets by installing utilisation sensors to understand footfall, and some additional ones in toilet roll holders to alert cleaning teams when rolls needed replacing.

The sensors allow cleaning operatives to be on the scene as and when required and helps us create smarter cleaning rotas. They also give an idea of footfall, which is a much more accurate indicator of station use than tickets sold.

Having sensors inside the locks of the disabled and baby changing room facilities has enabled security staff to be able investigate if the environments have stayed locked for too long and visitors could potentially have wellbeing issues. Doors that have been locked for too long will trigger an electronic notification.

Early data has shown how some cubicles are used much more frequently than others, simply down to human behaviour of choosing specific cubicles. This means that some get worn down more quickly than others. We can use this data to occasionally close the more popular cubicles, expanding the longevity of them all.

Alerts are sent to personal devices of cleaning operatives to make the system even more efficient which will enhance the passenger experience with seamless service.

The system is continually being developed, which is bringing new ideas and smart ways of working. The initiative will move us to a more predictive offering, increasing cleaning presence in peak times and reducing in lower footfall times. When we have identified efficiencies in cleaning hours, these are to be redeployed to high touch point areas and sanitisation programmes.

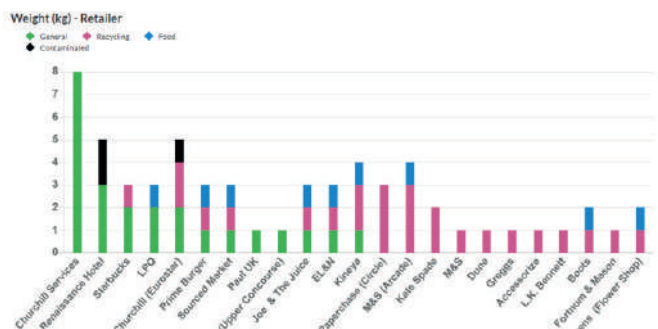
## Waste management

The ability to promptly develop new Mo:bus applications was key to introducing a new support service.

At St Pancras, it wasn't clear what type of waste was being created, or by whom. As a result, there were disparities over who was creating what type of waste, and as a result, how costs were apportioned.

The problem with the existing method was that each producer's size is irrelevant to the waste they create, accumulating a different amount depending on their service.

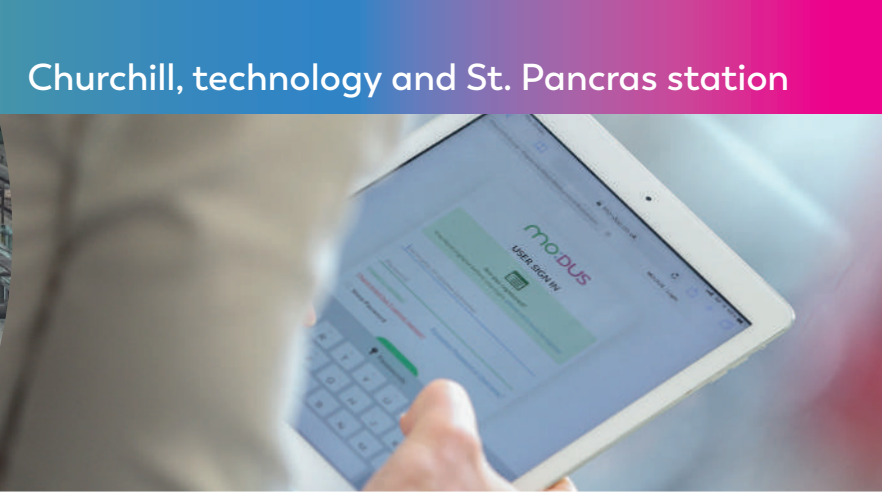
We proactively created and implemented a new module on Mo:bus to help the client address this problem. As the graph below shows, we can measure the weight and stream of waste from each producer on any given day.



To counter the challenge, every waste producer has a lanyard which is used to manage their waste. When they bring their excess down for disposal, the operative in the service yard scans each different type of waste and where it's coming from. The recycling of food, glass, and general landfill all gets weighed and recorded. Everyone's using the same tools with no extra resource, at no extra cost for the client or end user.

By using technology, the station operators, High Speed 1 Limited and Network Rail (High Speed) now have access to a kilogramme-by-kilogramme account of who's creating what so everyone is charged correctly. This has led to positive repercussions - retailers are more careful with their waste and thinking more about recycling.





## The results

St Pancras International was ranked first in the Consumer Choice Centre “European Railway Station Index 2020” thanks in part to its high passenger convenience. It also received a passenger satisfaction score of 96 per cent – the highest of any UK station. We are proud to have helped the station achieve these accolades.

The station has a 95 per cent pass rate for cleaning audits carried out, with the main drivers for passenger satisfaction including station upkeep and cleanliness. There has also been a reduction in customer complaints.



## The power of technology

Technology has multiple applications if properly designed, planned and integrated. The data we continually gather can help identify long-term trends and enable decision-makers to come to informed strategic choices.

The process of introducing tech, monitoring and evaluating data and using it to change practices is a virtual circle that has sped up the pace of change. The insight gained and the successes from initiatives has driven the adoption of the technology in other, non-cleaning areas, for example in waste management but also in engaging directly with station visitors through surveys and wayfinding guidance – insight and awareness that would have been unavailable otherwise.

Having one modern, robust, flexible system to manage our tasks, our people, our client reporting and even the engagement with our client’s customers is a game-changer in the corporate cleaning industry.

We can drive improvements across the board and the reporting gives a clearer understanding of costs versus pricing. This has helped Network Rail budget more effectively, and helped Churchill deliver the best possible service.

## Want to know more?

If you would like to know more about Mo:bus, visit [www.modus-systems.co.uk](http://www.modus-systems.co.uk)

If you would like to know more about our relationship with St. Pancras and Network Rail High Speed, visit [www.churchillservices.com/case-study-network-rail-high-speed/](http://www.churchillservices.com/case-study-network-rail-high-speed/)