



# Case Study

## Heron Foods

**“Green Commercial Cleaning has made a positive impact to cleaning at Heron Foods NDC by condensing the hours dedicated to cleaning and providing superior results.”**

Graham Harrison, Heron Foods

### **What was our Client looking for?**

Heron Foods was looking to outsource its cleaning service to enable the company to focus on its core business. They needed a cleaning provider that could efficiently manage and resource their Head Office and Distribution Centre in East Yorkshire.

### **How did we Help?**

Green Commercial Cleaning was awarded the Cleaning Contract with Heron Foods.

The existing cleaning hours were split across seven days but mainly during client working hours. We quickly identified that the daytime cleaning hours were a distraction to client staff and also made the cleaning itself less effective.

Green Commercial Cleaning carried out a full review of the current cleaning standards and the service specification was updated and agreed with the client during mobilisation. We now focus on cleaning both ends of the day, together with providing a daytime janitorial service and weekend visits.

### **The Results**

By providing the majority of cleaning out of office hours, this has:

- Significantly reduced cleaning hours resulting in reduced client costs.
- increased cleaner productivity.
- significantly improved cleaning standards.

These improvements have resulted in many Client compliments and are reinforced by our monthly Quality Auditing scores of 56% (start of contract - October 2015) and **88%** in January 2016 with ongoing progress being made. The photos speak for themselves:



## Our Ongoing Commitment to Heron Foods

To further support our Heron Foods client, we have implemented our FM Management System which remotely monitors staff attendance provides real time reporting and electronic auditing through a client web portal. This open book approach also ensures our client can easily monitor our Service Levels to be reassured of our 'value for money' service.

Within our Continuous Improvement Scheme, GCC has also introduced a revolutionary mopping system (which is only available to a select number of companies) to enhance the cleaning standards and which has assisted with the fantastic Audit scores. This and future ideas and initiatives will provide continuing support to Heron Foods throughout our ongoing relationship.

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Green Commercial Cleaning  
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