



Sustainable development – large public and private companies all have it on their agendas, but how can cleaning contribute to sustainability?



# Delivering a sustainable cleaning contract

## Training

To address the combined challenges of increasing motivation and reducing turnover among cleaning staff, NViro decided in 2006 to focus its entire skills training programme on the NVQ in Cleaning and Support Services. This guaranteed 100% accessibility for all staff (unlike training that requires staff from far-flung locations to attend a central training centre), as well as taking advantage of the government's 'Train to Gain' funding scheme.

All staff now have the opportunity to undergo a 12-session programme of instruction and assessment delivered at client locations by NVQ assessors from local further education colleges and specialist training organisations. Take-up of these courses has been 87% so far.

## Efficiency Reviews

NViro introduced Efficiency Reviews in response to criticism of industry suppliers who win fixed term contracts, then do little to improve the operation until shortly before contract renewal when suddenly a raft of improvements come forward.

In contrast, the NViro Efficiency Review is a commitment made at tender stage to review the operation early on and identify potential resource savings that can be made without compromising quality. This could include restructuring shift patterns or using more efficient machinery.

These reviews can become a 'jackpot' for sustainability. For example, one of NViro's major head office clients invited the company to reinvest substantial cleaning productivity savings achieved during the first year, into a combination of improved pay rates for cleaners and an environmental study to identify waste volumes from its various properties.

## Measuring sustainability

In line with the requirement for facilities managers to monitor performance, NViro offers clients sustainability KPIs to track the real impact of its initiatives. As a result its client KPI reports now include metrics such as staff turnover, staff satisfaction and percentage of environmentally



proactive suppliers, alongside more traditional measures such as quality or health and safety.

Wherever possible NViro's policies and activities are focused on providing its clients with socio-economic and socio-environmental benefits, as well as ensuring resource efficiency. The company aims to minimise impact on the environment, from recycling and sourcing local cleaners who can walk to work, to using suppliers who adopt green policies. It is attention to all these details that is making NViro a pioneer in the delivery of sustainable cleaning contracts. ■



Contract Cleaning Specialists

## Contact details

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**S**ustainability has three classic components – social progress, environmental stewardship and economic growth. When you think of sustainability, cleaning may not be the first industry that comes to mind, but working with the right cleaning partner can tick many of the right boxes on a company's corporate and social responsibility agenda, which invariably includes wider sustainability objectives.

NViro is a long established provider of cleaning and hygiene services in the South of England. Since gaining its ISO14001 accreditation in 2005, it has worked with forward-thinking procurement departments to provide contracts that measure up favourably against the classic sustainability model – see opposite. Organisations such as Gurit UK, Basingstoke and Deane Borough Council and Brighton and Hove City Council, all benefit from NViro's commitment in this area.

Brian Warren, Managing Director at NViro, says: "Once you start filtering activities through the prism of sustainability, not only does a feel-good factor emerge, but it is more straight forward than you might first imagine to shape activities in ways that meet sustainability criteria."

For NViro there are two major activities that have successfully hit the sustainability target, a commitment to staff training and the delivery of Efficiency Reviews, the latter being NViro's way of identifying and freeing up under used resources for redeployment or reinvestment into sustainable activities.