

# cleaning

## Project description

Upon being awarded the facilities management contract at one of the UK's international airports, it quickly became apparent that there were significant shortcomings in the quality of workmanship within the cleaning service being delivered on site. It was evident that cleaning staff were busy, however, the results of their endeavours were not meeting the client's expectation.

## Key benefits

- The EMCOR UK mobilisation team introduced a cleaning program based around BICS productivities and standards and introduced a training program for the staff that was in line with BICS methodologies
- EMCOR UK developed and introduced a bespoke auditing process in line with BS EN 13549 protocols, incorporating continuous auditing across all areas, which improved cleaning techniques, productivities, and standards being produced by the staff and far more effective deployment and use of the cleaning resource
- Efforts resulted in the award and recognition of the airport as the cleanest airport in Europe

## About the customer

This airport customer serves around 40 direct European destinations with onward connections to the world via Amsterdam.

