

Cleanology's focus on first-class training boosted by launch of Learning and Development Department

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Cleanology has launched a new Learning and Development (L&D) department in a dedicated training hub at its London headquarters.

The department has been set up for both the induction of new starters and the continuous professional development (CPD) of existing staff.

Cleanology's investment in its enhanced training capabilities is seen as playing an important role in its goal of doubling in size from its current £25 million turnover, under the leadership of recently appointed CEO Mark Little.

Core training modules in the L&D department include:

- An in-house management programme, designed to enhance standards and upskill the team, whilst identifying and developing high-performing talent.
- Tailored training courses for each job role.
- Bespoke and site-specific training for clients.
- Health and Safety (H&S): Detailed modules on observing safety guidance provided in site-specific Risk Assessments and Method Statements (RAMS).

- Waste Management: The correct handling and management of different waste streams.
- Code of Conduct: Professional behaviour standards as set out in the Cleanology Staff Handbook.
- Emotional Intelligence and Communication workshops, as well as language tuition for new starters who do not speak English as their first language. (Cleanology's diverse staff are from 34 nationalities with 82 percent identifying as ethnically diverse).

Cleanology - which employs around 1400 people in 24 UK cities - also runs a number of in-house schemes which help nurture talent, such as 'Hospitality Hero' which is a training initiative specifically designed for client-facing members of staff. It aims to ensure they deliver high-level customer service and professional engagement and consists of interactive learning modules of videos and quizzes. It also includes a Client Recognition Award system where clients can nominate team members for outstanding service.

The company, based in the new skyscraper district of Vauxhall Nine Elms, South West London, also hosts an Annual Company Dinner and Awards Ceremony - often referred to as their 'Cleaning Oscars'. It features as part of a family day for staff to celebrate top performers. There is also an Annual Academy Day, described as part of Cleanology's 'broader engagement strategy', and regular 'Lunch and Learn' sessions covering various subjects.

The team of four running the L&D department is headed up by HR Director Jade Collazo and Learning and Development Manager Romana Ferreira.

Jade Collazo said: "Through initiatives such as Cleanology Academy Day, Hospitality Hero and a 360 degrees skills matrix, we empower colleagues to learn, upskill and progress. Our leadership programmes and mentoring ensure fair access to opportunity for everyone.

"Training starts on the first day - and sometimes even before the employee joins Cleanology - and this emphasises the importance of the onboarding experience".

The L&D department has also released some statistics which support its track record of seeing well-trained staff prosper and being promoted, specifically:

- 47 percent of the Head Office executive team have been promoted from within.
- 10 employees have progressed to senior head office roles after starting as cleaners.
- 78 percent of Operations Managers began as cleaners.
- Cleanology boasts a 94 percent staff retention rate compared to an average of 79 percent in the commercial cleaning sector.
- Training feedback from nearly 200 sessions scored an average 4.91 (out of 5) 'Excellent' rating.

Romana Ferreira said: "We do not just hire talent; we nurture it and create long-term careers that reflect our inclusive values. We measure progress through transparent data and staff feedback to ensure that inclusion leads to lasting impact. These results highlight a workforce that feels valued, supported and proud to belong.

“Learning and Development is instrumental to Cleanology’s culture of continuous improvement and I am proud to be leading the new training team”.