PRISM

The mark of confidence in workspaces

PRISM is driving up hygiene standards for a leading consulting firm

In the new era of work, one which has seen the relationship between worker and workplace transformed, organisations are craving confidence when it comes to hygiene.

In light of the COVID-19 pandemic and the spotlight it has shone on creating safe workspaces, it is vital that cleaning regimes instil confidence in your employees and visitors, removing the fear factor and reducing the risk of a localised virus outbreak.

Enter PRISM, Churchill's flagship workplace hygiene and safety programme.

PRISM helps organisations to create safe spaces by combining the power of people, science and technology. Its key function is to provide facilities managers with critical information on bacterial and viral load touch points across their buildings. It allows for the creation and real-time deployment of tailored infection prevention solutions without overburdening FM staff.

London HQ

At the new flagship office for our consultancy client in London, Churchill has been providing facilities management support since day one.

As our understanding of the site and its requirements has grown, so has the scope of the contract, which spans the firm's four and half floors of workspace in the multi-tenant building. The FM team comprises eight full-time housekeepers who work

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during the day, along with 20 part-time staff who help to provide a 24-hour coverage – this is important as the firm's employees often use the building late into the evenings.

Although the company operates a hybrid working model, the office is still a hub of activity for individual work, meetings and client visits. And, because the firm's employees largely do not use the space within set working patterns, daily cleaning and sanitising is a crucial part of our FM work.

Combining people, science and technology

Thanks to PRISM, Churchill's team at this building have the ability to schedule simple daily tasks and multiple cleaning and disinfection activities, pre-programming the frequency and repetition for each task on Mo:dus – our digital platform – which underpins the PRISM programme.

The programme revolves around a thorough system of scientific total variable count (TVC) analysis. This shows the number of aerobic viable micro-organisms , E.coli and total coliforms - gut bacteria present in humans and other animals - on a specified area of a surface. This provides an indication of the cleanliness and allows monitoring of cleaning procedures over time, helping us to identify areas of concern within the building and respond appropriately to reduce the risk of infection.

Once a set of swab results is entered on Mo:dus, the system will recognise if there are any high readings (above a TVC count of 200) and automatically change the cleaning regime for those areas.

Cleaning parameters can be tailored depending on the client, ensuring we provide a hygiene schedule that delivers a frequency of cleaning appropriate for the footfall of any given part of a building. When choosing focus areas for testing, we concentrate on those with heavy footfall and at-risk surfaces. To be able to do this we draw on our deep understanding of how the client workplace operates, choosing custom-made testing points based on how the building is used on a daily basis.

Of course, this only works effectively if the people relying on the system are fully versed in the technology. Churchill's cleaning operatives are highly trained, and their physical presence also offers an extra layer of assurance for building users, who can see that their workspace is being routinely cleaned throughout the day.

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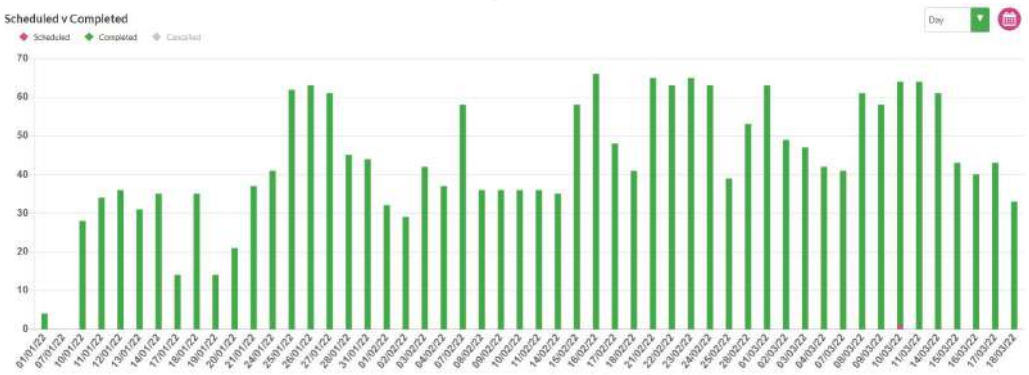
Data-driven strategies and results

PRISM has operating at the firm's office since November 2021.

The journey has been data-fuelled at every juncture. We have used our knowledge and insight of the building's usage to guide discussions and strategy, ensuring we selected high traffic area touch points for TVC swabbing – these include door handles, sink taps, fridge handles and coffee machine displays.



During the first few weeks of deployment, 33 high risk touch points were identified and tested, with 24 per cent of the tests indicating TVC above the 200 threshold. This analysis prompted the development of a tweaked cleaning regime for the client, based on a tailor-made PRISM report which was shared with the client.

The new regime, which is set up through Mo:dus, incorporates several features. For example, multiple QR codes have been placed in the swabbing areas, which are now subject to an advanced cleaning schedule, along with other areas where the level of bacteria could spread within the wider building community.

All high-risk touch points with a TVC count above 200 are cleaned and disinfected six times during the day, using a virucidal cleaner on a 50:50 dilution, alongside an electrostatic virucidal application programme which provides resistance to COVID-19 for up to 28 days.

Meanwhile, cleaning operatives scan the QR codes to inform the system when they have started and finished cleaning each area.

The tasks are assigned to them via a phone or a PC in a few easy steps, with users of the system able to view all current tasks for the day, week or month from a simple calendar function.

The results to date have been extremely promising. The TVC swab results from December were a huge improvement on the data collected in November, with 100 per cent of all high-risk touch points tested falling well within the 200 TVC limit.

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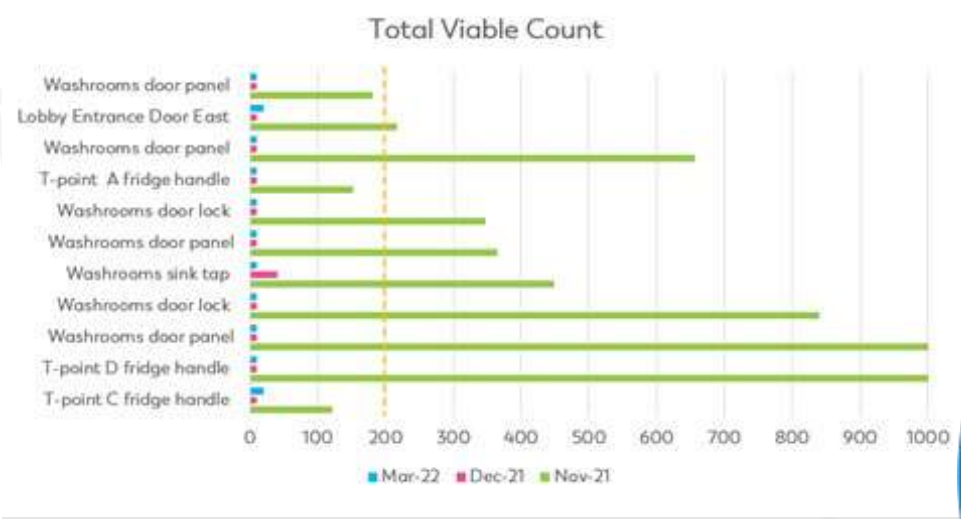

This demonstrates that the changes made to the cleaning schedules have been effective. Indeed, the ongoing effectiveness of the cleaning schedule is relayed across live dashboards and reporting features, providing managers with a comprehensive overview and informing them if further changes are required.

Looking ahead

Daily activity logs and swab testing will continue to shape the cleaning schedule at the London HQ, which also undergoes a full deep clean across the entire workplace every month.

With the system now bedded in and demonstrating its value, we are helping to instil that all-important confidence in the firm's employees who are coming in to use its facilities. Relevant data can be shared with building users, so they are aware of the steps being taken to create a safe environment for them.

Further digital transformation is also now in the wings, with plans to install QR codes on every desk to expand the level of real-time cleaning reporting. Employees will be able to scan codes to see when an area was last cleaned, as well as request a clean and leave feedback.

This will generate more confidence, which in turn creates an environment that people actively want to use and extract genuine value from, be it through working there full time or as part of a hybrid mix of an office and home-based routine.

With the data-driven foundations in place, our client is ready to embrace the new normal, fine tuning its cleaning regimes in real time as needs change.

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