

# CANARY WHARF GROUP plc

Canary Wharf act on EHRC guidelines to benefit cleaning staff at One Canada Square



## CHALLENGE

Canary Wharf has experience of setting industry standards and meeting the demands of some of the largest global corporate tenants. To actively promote operational innovation and continued improvement of contracted cleaning services across the Estate, i-Clean undertake 6 monthly benchmark reviews to evidence best practice delivery and drive continual improvements.

Following a benchmark review at One Canada Square, i-Clean highlighted recent guidance introduced by the Equality and Human Rights Commission (EHRC) industry-led Taskforce. This was in response to the EHRC report 'The Invisible Workforce' which raised concerns about employment practices in the cleaning sector in England, Scotland and Wales.

## SOLUTION

The EHRC recommendations included the provision of appropriate welfare facilities for cleaning operatives. Paul Burgoyne, Building Manager at One Canada Square proactively identified an opportunity to improve existing facilities to bring them in line with those provided to other Canary Wharf staff.

"Canary Wharf values the recommendations by i-Clean and EHRC. We wish to be seen as taking the lead amongst other property management companies with regards to implementation of best practice and the improvement of working conditions for staff within the cleaning industry."

Paul Burgoyne, Building Manager, One Canada Square at Canary Wharf Group plc

## RESULT

A planned initial redevelopment programme was undertaken at One Canada Square to include a refurbished restroom and fitted kitchen with modern facilities. A second phase of development included new male and female lockers, changing rooms and shower facilities.

Richard Poolton, Project Manager at i-Clean Systems, said: "As a member and supporter of the EHRC Cleaning Taskforce, we're delighted to see the recommendations embedded into best practice. We hope that many other organisations will follow Canary Wharf's lead in improving the dignity and respect for all cleaning staff."

## ABOUT CANARY WHARF

Canary Wharf Group achieved one of the greatest ever feats of civic engineering, turning a once derelict Docklands into 97 acres of London's, and the world's, most sought after office and retail space.

At the centre, One Canada Square, holds a striking position in the London skyline. The iconic 50 floor tower building set the benchmark in innovative high-rise design technology, with 32 high-speed passenger lifts serving the 1.2 million sq ft building.

## ABOUT i-CLEAN

i-Clean provide independent best practice benchmarking of cleaning, recycling and waste services to organisations in all sectors, helping clients improve standards, reduce costs and ensure best value for money.

i-Clean has demonstrable experience in the private, public and voluntary sector having worked with blue chip organisations through to local authorities and landmark attractions.

## CONTACT US

t: 01684 580 680

e: [efficiency@i-clean.info](mailto:efficiency@i-clean.info)

w: [www.i-clean.info](http://www.i-clean.info)