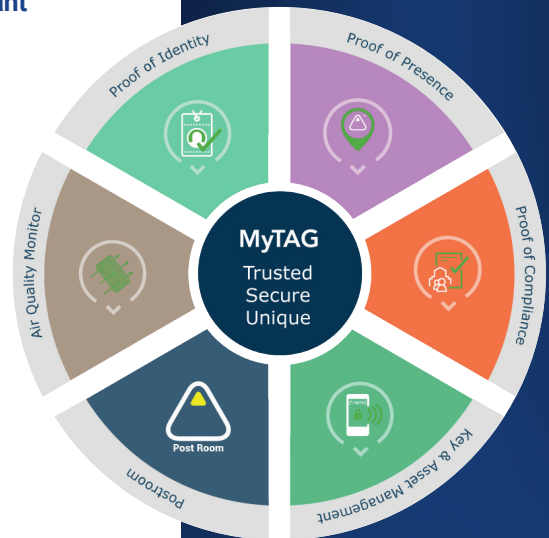# MyTAG®

Protecting People, Property and Assets through Trusted Technologies.

DOC CLEANING

COVID-19 has hugely increased the focus on proof of compliance in the performance of cleaning tasks. At DOC, we are using market-leading compliance software, MyTAG, to reassure our clients that important tasks are being completed in line with their requirements.

MyTAG offers proof that a task, whether a deep clean, a window clean, swab testing, or any other aspect of our service, has been completed. It demonstrates compliance with legislation and regulations 24/7 at any location. The software generates accurate, up to date, cloud-based records, with exception reporting and automated escalation, removing the need for paperwork and allowing our staff to focus on getting the job done.

We started using MyTAG in 2018 at our client's building in Devonshire Square in the City of London, a mixed-use development of offices, retail and residential. It was already being used by the security team for proof of presence and we have since adapted the system to deliver compliance checks for washrooms and other high density populated areas managed by ourselves and our service partners.

MyTAG
Trusted
Secure
Unique

Proof of Identity · Proof of Presence · Proof of Compliance · Key & Asset Management · Postroom · Air Quality Monitor

HOW IT WORKS

MyTAG Secure NFC (Near Field Communication) Tags are installed discreetly as cleaning or servicing checkpoints at key locations within a building, or on individual fixed assets. Each tag is activated with the simple tap of a low-cost NFC transmitting device caried by the operative, delivering trusted proof of presence at a given checkpoint.

If a report is required, a simple app can be activated on the operative's smartphone, providing immediate feedback to team members or managers via photo, video or text communication. If follow-up action is required, for example in the case of replenishing hand soap dispensers, this ensures it is taken quickly.

- Confirms operative presence at location or completion of task
- Tags are programmed to display work instructions on the operative's smartphone
- QR codes record usage of individual desks
- Provides lone worker protection
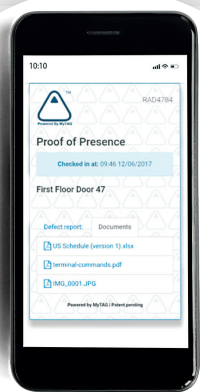
OUTSTANDING PRODUCT BENEFIT

In the post-COVID world of work, MyTAG gives confidence to facility managers that cleaning specifications are being met and that health and safety protocols are being complied with. It also provides reassurance to building users that they can work or visit safely.
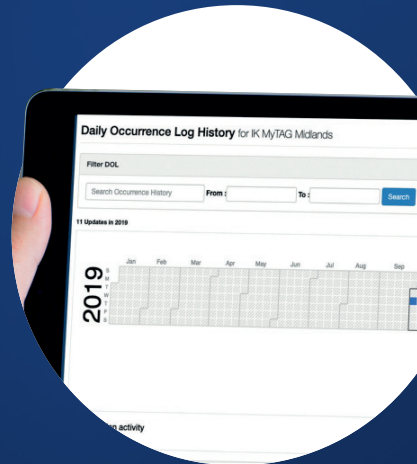
HOW OUR CLIENTS BENEFIT

MyTAG generates reports confirming which areas of a building have been cleaned or which specialist tasks have been completed each day. It also generates usage statistics recording cleaning frequencies for different areas within a building, or for different desks within a hot desking area, allowing us to reallocate cleaning resources according to demand and thereby optimising our clients' budgets.

- In areas with no wi-fi information is captured for later transmission
- Allows client staff to feedback on service quality

CASE STUDY

MYTAG IN ACTION WITH DOC CLIENTS

At DOC, we utilise MyTAG at a variety of locations in London to demonstrate compliance. Typical examples of how the system benefits our clients are summarised below.

HYGIENE PROTOCOLS MAINTAINED IN WELFARE AREAS

After cleaning the newly refurbished shower area at a prestigious corporate property, our staff must answer simple questions to confirm compliance with the client's anti-COVID specification using MyTAG's interactive feature.

ANALYSIS OF WORK STATION CLEANING OPTIMISES CLEANING RESOURCE

Using QR codes on each desk at a City client's office we can determine daily usage, allowing us to target the workstations that require cleaning. By analysing this data over a period, we then assigned the required daily cleaning resource according to average demand. This helped us to free up time to focus on touchpoint sanitising without increasing overall cleaning time.

WASHROOM SURVEYS IMPROVE USER EXPERIENCE

MyTAG's washroom survey collects visitor experience feedback in a London client's washrooms, helping us to improve the quality of service. Information is captured from post-card sized signage embedded with NFC and QR data. The visitor scans with their mobile phone, taking them to a reporting site where they can score our service and leave comments.

WINDOW CLEANING TAGS CONFIRM TASK COMPLETION

At a high-rise office in the City, we uploaded the building's configuration onto the MyTAG platform and assigned QR codes or tags to each 'vertical drop' of the window cleaning cradle. Our team then scans them, providing real time task completion data as well as feedback on any maintenance issues.

LONE WORKING STAFF RECEIVE EXTRA PROTECTION

At sites where DOC staff work alone, they can log into the system on arrival and at a chosen frequency during the shift. If they fail to report in at the agreed times the system will remind them to do so. If they still fail to report in, the system will alert the relevant Operations Team and our Employee Helpdesk.

ABOUT DOC

Founded in 1972, DOC Cleaning Limited provides cleaning and associated support services to over 500 locations throughout the UK. An independent, family-run organisation, we pride ourselves on being honest, friendly and approachable, whilst adopting a professional and innovative attitude to all of our activities.

If you would like to discuss MyTAG or any of our other innovations, please get in touch via the email or telephone number below.

> **MyTAG and DOC have partnered to create a system for us that integrates key contractor services into a single interface, delivering accurate information in real time. Near field communication (NFC) technology has enabled seamless deployment of the solution throughout the facility, with minimal investment in infrastructure.**
>
> City Facilities Client