

# PEGO

DOC  
CLEANING



## Overview

PEGO is DOC Cleaning's digital task management and planning system, designed to improve efficiency, service quality, and cost-effectiveness across both internal cleaning tasks and external façade cleaning operations.

PEGO combines advanced floor and façade mapping with real-time task tracking, enabling precise allocation of resources and full visibility for both site teams and stakeholders. The tool has been successfully implemented across high-profile and complex sites, delivering proven operational and financial benefits. It also provides a consistent framework for planning, verification, and reporting, supporting data-led decision making across DOC Cleaning's broad contract portfolio.

## The Challenge

DOC Cleaning manages cleaning contracts across a range of large and complex commercial sites in London, including Moor House.

These environments typically involve high footfall, varied occupancy patterns, and a combination of internal cleaning and specialist façade or high-level works. Ensuring consistent service delivery across multiple sites requires clear visibility, accurate task tracking, and confidence that work is completed as planned.

As our portfolio has grown over the past five decades, traditional supervision and reporting methods have made it harder to maintain real-time oversight, adjust resources during a shift, and consistently evidence completed work. This is particularly relevant for façade and vertical cleaning, where access methods, sequencing, and service verification add further complexity.

In early 2025, we identified the need for a digital platform that could support better planning, visibility, and service assurance across our wider London portfolio. At the same time, we launched our in-house window and façade cleaning division, increasing the importance of having consistent digital controls, planning tools, and verification processes in place. Moor House, as an active multi-tenant commercial site with both internal and external cleaning requirements, provided a suitable environment to trial PEGO within a live contract setting.



## The Solution

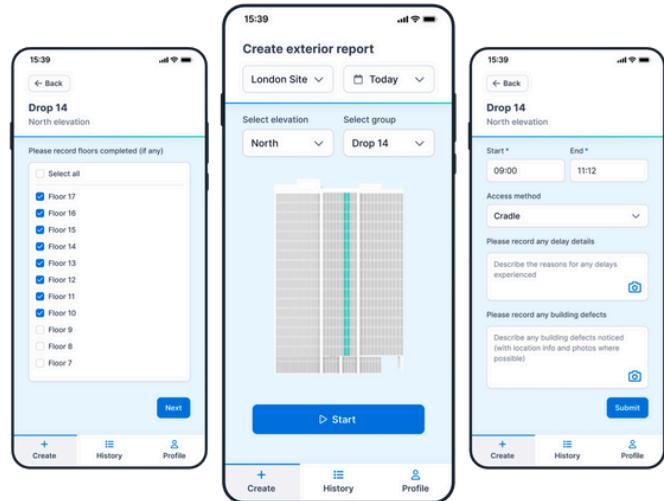
PEGO was introduced as a dual-purpose platform within DOC Cleaning's service delivery model. One module supports the planning and management of internal floor cleaning, while a second module manages external window and façade cleaning activity.

For internal cleaning, PEGO digitises floor plans and allows supervisors to assign cleaning tasks by zone or room. Tasks are tracked in real time through mobile devices, giving supervisors and managers clear visibility of which areas have been cleaned, when, and by whom. This supports more informed day-to-day decision making, including identifying unproductive periods, reallocating tasks during a shift, and ensuring scheduled work is completed without unnecessary duplication.

For external cleaning, each drop line or section of façade is recorded within the platform during the survey and planning stage. PEGO schedules cleaning activity at agreed intervals and enables operatives to upload before-and-after imagery and access notes as work is completed. This creates a clear digital record of delivery and allows internal teams and clients to monitor vertical cleaning activity remotely.

Where drone inspections or limited-access cleans are used, PEGO provides additional visual confirmation and supports more accurate planning for difficult-to-reach areas.

At Moor House, PEGO was trialled as a single platform to support closer alignment between teams, clearer oversight for site management, and more consistent verification of completed work within a live London contract. The trial has allowed us to assess how PEGO can support planning, transparency, and service assurance across complex, multi-tenant environments.



## The Benefits

The benefits of PEGO are both operational and financial.

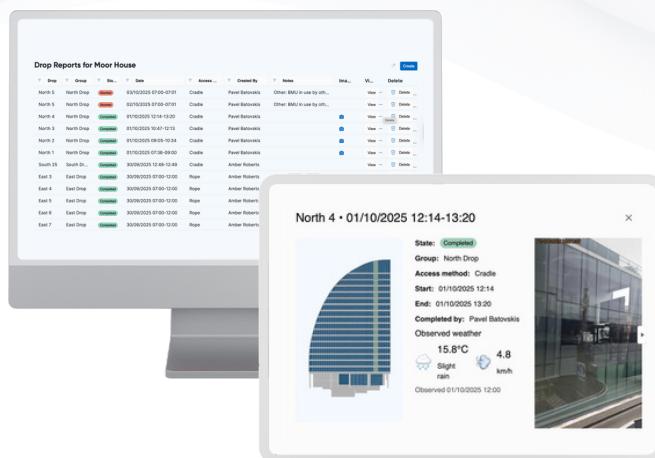
By tracking performance zone by zone, PEGO identifies inefficiencies and enables rapid redeployment of resources. This increases output during standard hours without increasing costs.

PEGO reduces manual oversight and prevents duplication. In façade cleaning, digital tracking of every drop improves crew planning and removes the risk of missed sections or repeat visits. Real-time visual proof replaces third-party audits or client shadowing, adding verification without additional staffing cost.

All completed tasks are logged with time stamps and photos, giving clients a clear visual record of service delivery. This integrates into DOC Engage to support contract reporting and ESG compliance.

For façade cleaning, access notes, risk assessments, and operative logs are stored within the platform, ensuring work is completed in line with agreed safety procedures and statutory requirements.

In vertical cleaning, pre-mapped digital drop schedules ensure crews arrive fully briefed. Real-time visibility allows managers to reallocate tasks during a shift, maximising output across all zones.



## Merit - PEGO's Performance Linked Incentive Scheme

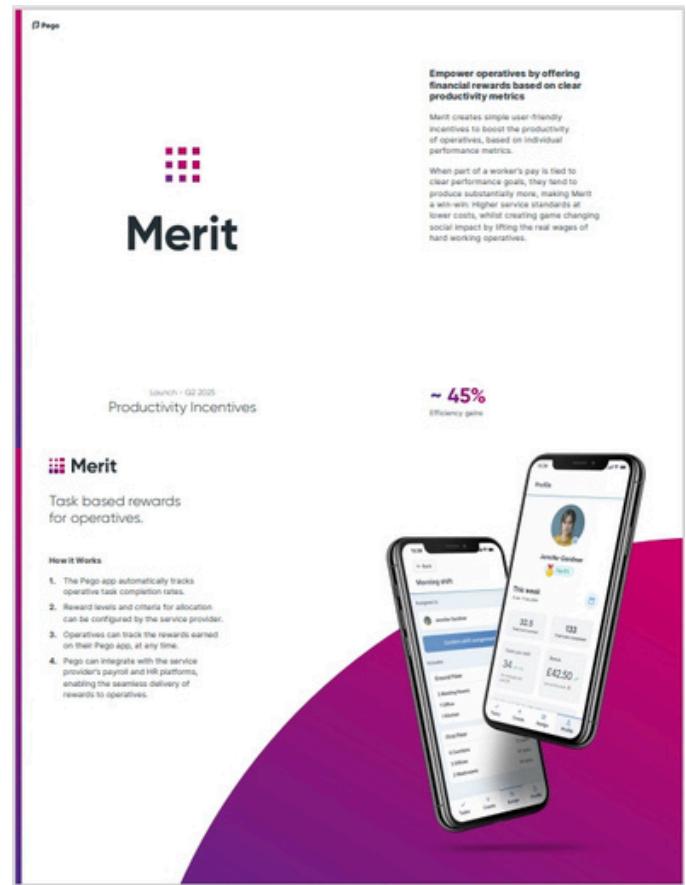
DOC uses the platform's incentive scheme 'Merit' to link operative rewards directly to individual performance and reinforce positive behaviours on site.

Merit uses live operational data already captured within Pego, such as task completion and photo audit compliance. This removes subjectivity and ensures rewards are linked to measurable activity rather than opinion. Scoring models can be configured to reflect site-specific priorities and contract requirements.

Supervisors review performance data and supporting photo evidence through a central dashboard before approving scores, ensuring a consistent and transparent approach with a clear audit trail.

Operatives access Merit through the Pego app to view their performance score and understand how day-to-day actions contribute to rewards. Points can be redeemed for agreed incentives such as paid time off or vouchers, with clear controls in place.

Merit provides a practical way to support service quality and engagement without increasing baseline costs, while aligning operative performance with client expectations and DOC's people-led approach.

A screenshot of the Merit product page. At the top, there's a purple header with the Pego logo and the word 'Merit'. Below the header, there's a section with the text 'Empower operatives by offering financial rewards based on clear productivity metrics'. To the right of this text, there's a small image of a person's face. Below this, there's a section with the text 'Merit creates simple user-friendly incentives to boost the productivity of operatives, based on individual performance metrics'. To the right of this text, there's a small image of a person's face. Below this, there's a section with the text 'When part of a worker's pay is tied to clear performance goals, they tend to produce substantially more, making Merit a win-win. Higher productivity and a better wage. Merit creates game changing social impact by lifting the real wages of hard working operatives.' To the right of this text, there's a small image of a person's face. Below these sections, there's a section with the text 'Launch - Q2 2025 Productivity Incentives' and a small image of a person's face. To the right of this text, there's a small image of a person's face. Below these sections, there's a section with the text 'Merit Task based rewards for operatives.' and a small image of a person's face. To the right of this text, there's a small image of a person's face. Below these sections, there's a section with the text 'How It Works' and a list of four numbered steps. To the right of this text, there's a small image of a person's face. Below these sections, there's a section with the text '~- 45% Efficiency gains' and a small image of a person's face. To the right of this text, there's a small image of a person's face. Below these sections, there are two smartphones displaying the Merit app interface. The top smartphone shows a profile picture of a person and some text. The bottom smartphone shows a list of tasks and their completion status.

## Conclusion

PEGO has become a core component of DOC Cleaning's service delivery model, supporting a more transparent, technology-led approach to cleaning management. Its dual application across internal and external cleaning provides consistent oversight, whether managing daily cleaning activity or complex façade operations.

By enabling clearer planning, better visibility and detailed decision making, PEGO supports service quality and commercial control. Building on its use within live contracts, we are continuing to refine the platform and will be rolling PEGO out across additional sites throughout 2026 as part of our long-term approach to smarter, more accountable service delivery.

## About DOC Cleaning

DOC Cleaning is a family-owned business with over 50 years of experience delivering professional cleaning services, with a portfolio spanning cultural landmarks, corporate headquarters and commercial spaces across the UK. As we continue to grow, we remain committed to building trusted partnerships, investing in our people and innovating for a cleaner, more sustainable future.

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