

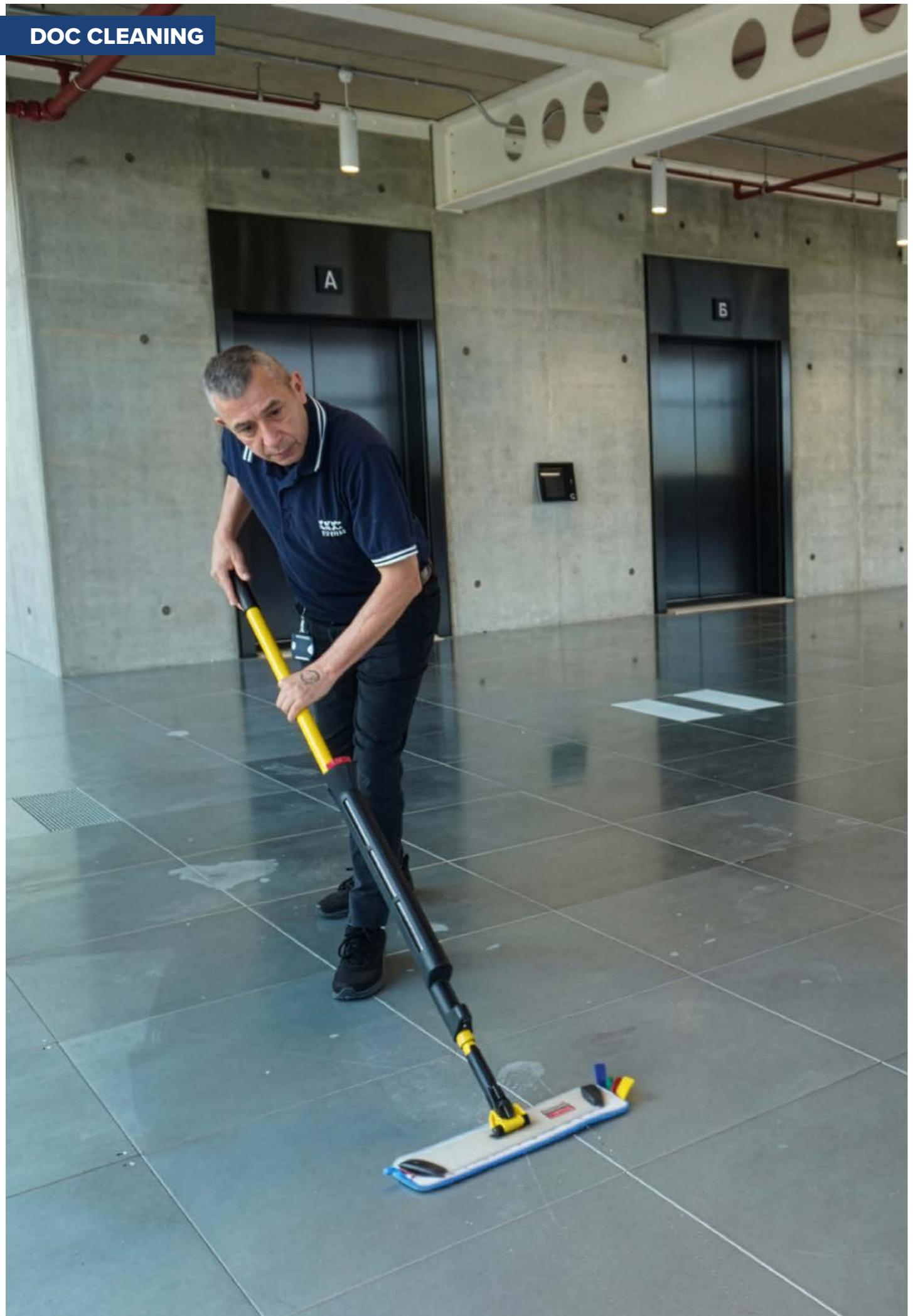
THE MAGAZINE WITH INSIGHT

BUSINESSFOCUS

「 **DOC CLEANING**
BEYOND
CLEANING 」



DOC
CLEANING



A SPECIALIST CLEANING SERVICE PROVIDER WITH STRONG FAMILY VALUES, DOC CLEANING STANDS OUT IN ITS MARKET AS AN INDEPENDENT, MULTI-GENERATIONAL, GREAT BRITISH SUCCESS STORY.

BEYOND CLEANING

PROJECT MANAGED BY: DAVID WATSON

When London dock workers Bob Andrews and Dave O'Connor launched DOC Cleaning in 1972, the pair kickstarted a legacy that continues to evolve. Taking its name from O'Connor's initials, DOC's earliest customers included respected establishments like the Houses of Parliament and the National Gallery.

“In the years that followed, DOC Cleaning developed into a thoroughbred cleaning company,” says Joint Managing Director, and Bob Andrews’ grandson, Lee T Andrews. “In 1991, after working with the organisation for many years, we received our first official contract with the National Gallery. In 2024, that contract was renewed for an additional nine years, so one of our first customers remains with us today.”

CONSISTENCY AND QUALITY OF SERVICE

Following in his father’s footsteps, in 2025, Lee heads up DOC alongside fellow Joint Managing Director Jamie Bull. Friends since their school days, Lee and Jamie gained valuable experience within the business before taking up their leadership roles.

“We’ve both been here for over 20 years,” Jamie states. “During that time, we’ve been involved in everything the

company does, so we really understand how DOC works and what makes it tick. Our approach is all about balancing the family values that the company is built upon with a fresh start in terms of how we separate ourselves from our competitors.”

In its modern form, DOC operates across three core segments: Corporate, Heritage, and Retail. Crucially, the company can tailor its services to the specific needs of each of these segments, guaranteeing operational consistency and quality of service.

“The company has experienced a lot of positive change over the years, always remaining agile, flexible, and adaptable in how we satisfy the individual needs and requirements of our clients, »



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Jamie Bull &
Lee T Andrews,
Joint Managing Directors
DOC Cleaning.

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with family values at the core of the business," Jamie notes. "This is reflected in the longevity of our relationships with customers like the National Gallery, and also in how we continue to win contracts with new clients. For instance, just last year, we were successful in a very competitive tender process for the Department of Culture, Media, and Sport."

Enthusiastic about its work, and dedicated to its partners, DOC confidently tackles some of the UK's most challenging cleaning projects. Lee offers current examples from across the company's three divisions:

"We've been at Tower 42 in the City of London since 2008. It's a corporate building with 42 floors of offices and over 50 different stakeholders that need us to adapt to their needs.

"Elsewhere, we are present at the Royal Albert Hall, Royal Opera House, London Museum, and even Greenwich Market. The latter is particularly complex because we have to be highly agile to deal with the constant traffic and stall bookings, but we embrace these challenges."

NEW TECHNOLOGIES

Despite its willingness to adapt, DOC has never lost sight of the company's focus: to keep buildings clean. This means that, while Lee and Jamie are open to incorporating the latest technologies and innovations, these must never be introduced if there is any detrimental effect on the company's service or workforce.

"There's a lot of technology coming in now that can have a negative impact on people's livelihoods, so we see introducing technology as a fine balance," Jamie remarks. "We're very open-minded, but >>



we also want to be a good and fair employer."

New technologies that have received approval from DOC include a 3D-mapping application that can improve efficiency thanks to smarter task management. Using floor plans from the cleaning site, the technology can colour code areas that need to be cleaned, saving time for employees.

"Clients will often throw a blanket specification over their cleaning needs, but this software allows us to tailor what we're cleaning in line with how a building is being used," Jamie reports. "We work in dynamic environments, and this technology enables us to deploy operatives where they're needed, when they're needed. Additionally, from an employee perspective, it mitigates the mundanity of doing the same tasks over and over, as well as freeing up time to learn new aspects of the business or take on supervisory roles."

Alongside 3D-mapping, DOC has introduced a new workforce management platform. Accessible



to both operatives and clients, the app has made for clearer communication and increased transparency across the organisation.

"Our workforce management platform offers visibility to clients, so that they know our team is where they need to be, but it also offers engagement opportunities for our operatives," Lee reveals. "There are message boards, weekly bulletins, and several other features that encourage two-way communication. We are very proud to be the first UK business to implement this particular app, and we are working closely with the designers to develop it further."

PASSIONATE ABOUT PEOPLE

Working in harmony with technology, DOC is currently home to more than 1,500 staff. This team drives the company's ongoing success, while upholding the values instilled by its founders back in 1972.

"This is a family business," Lee declares. "We will always have that foundation and the values that come with it. Of course, we know we need to adapt and evolve in various ways, but our ethos remains the same as it has always been. I don't think that will ever change."

"In fact, our culture has become a key attraction during recruitment – people know this is an enjoyable place to work,

where they will be treated with empathy and respect. We know that getting up at 4am to start cleaning is not easy because we have done it ourselves."

DOC is passionate about its people and takes great pride in supporting their progression with the help of programmes like UhUB. Lee and Jamie are equally passionate about the industry itself, and take every opportunity to raise its profile.

"We are part of the Worshipful Company of Environmental Cleaners, as well as the Cleaning & Support Services Association, so we play a very active role in making sure this industry and its people receive the recognition they deserve," Jamie comments. "We go out of our way to show that cleaning companies can be valuable partners – not just in our primary line of work, but in helping other organisations achieve larger goals on topics

like sustainability. Everything we do is with an eye on trying to show the nation that this is an important industry and attractive profession."

With this in mind, DOC enters 2026 looking to expand its impact both inside and outside the cleaning industry. For instance, a sustainability strategy called Beyond Cleaning will take the company's ESG commitments to the next level, while a burgeoning in-house

window cleaning operation will enhance vertical integration.

"Whether we are exploring the use of drones in cleaning or collaborating with clients on their sustainability goals, DOC will still be headlined by the same operational family values," Lee concludes. "We are actively welcoming evolution, but this will always be the same personable, transparent, approachable, and flexible business our clients know and love." ☈

"THE COMPANY HAS EXPERIENCED A LOT OF POSITIVE CHANGE OVER THE YEARS, ALWAYS REMAINING AGILE, FLEXIBLE, AND ADAPTABLE IN HOW WE SATISFY THE INDIVIDUAL NEEDS AND REQUIREMENTS OF OUR CLIENTS, WITH FAMILY VALUES AT THE CORE OF THE BUSINESS."





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