

# CASE STUDY

DOC  
CLEANING



## Delivering Excellence Across The National Theatre Estate

In May 2025, DOC Cleaning began a five-year contract with the National Theatre, one of the UK's most prestigious performing arts institutions and a landmark on London's South Bank.

Following a three-month mobilisation, services were successfully transitioned from an agency arrangement to a long-term, structured partnership, introducing a fresh approach to operations within a high-profile, high-footfall environment.

Our approach focuses on quality, consistency and long-term resilience, supported by detailed planning, transparent communication and close collaboration with the National Theatre's leadership team. Together, we have built a foundation for continuous improvement that supports both the visitor experience and the day-to-day operations of one of London's most iconic cultural venues.

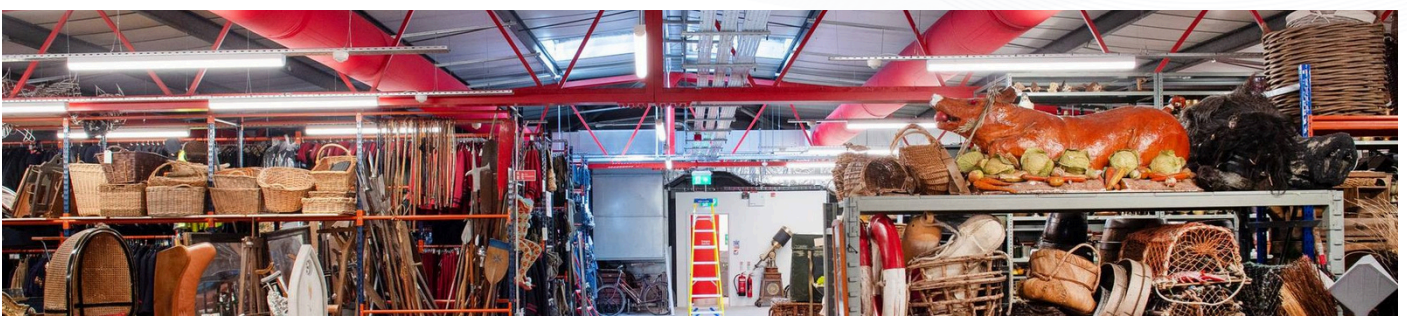
## National Theatre Green Store

As part of our wider contract, DOC Cleaning also supports additional operational spaces connected to the National Theatre estate.

These environments play a critical role in supporting the Theatre's productions and day-to-day operations, requiring the same focus on quality, consistency and operational alignment delivered across the main site.

Our approach ensures that all locations connected to the National Theatre benefit from a structured, consistent service model, aligned with the standards, communication processes and continuous improvement ethos established during mobilisation.

This enables a cohesive service across the estate, ensuring all sites operate to the same high standards regardless of function or usage.



## The Challenge

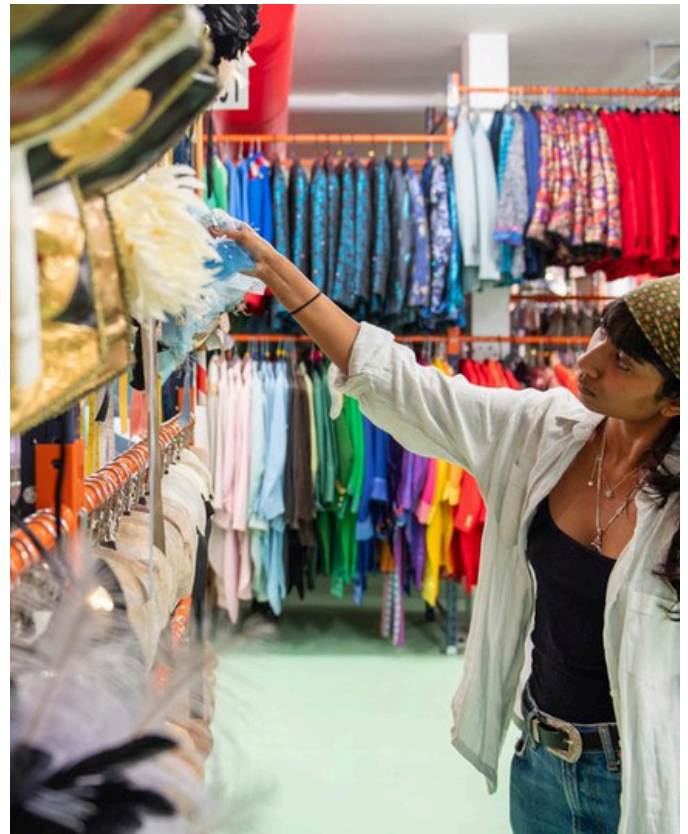
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The Green Store operates as a specialist warehouse environment supporting the National Theatre's production activity.

Unlike the main site, the space is used for the storage of stage props, set materials and production assets, requiring a different approach to cleaning delivery.

- Sensitive and high-value items stored across the facility
- Dust control critical to preservation of materials
- Limited suitability for wet cleaning methods
- Changing layouts based on production and storage needs
- Requirement to align cleaning with operational and logistical activity

A standard warehouse cleaning model would not be appropriate in this environment, requiring a more tailored and considered approach.



## Our Solution

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We developed a cleaning specification aligned to both the operational use of the Green Store and the wider National Theatre estate.

### Tailored cleaning approach

- Dry sweeping implemented as the primary cleaning method to control dust without introducing moisture
- Periodic machine scrubbing scheduled to maintain floor condition
- Cleaning frequencies aligned to site usage and operational requirements

### Consistent service delivery

- Alignment with the wider National Theatre contract structure and management approach
- Consistent reporting, communication and quality standards across all locations
- Flexible service delivery to adapt to changes in storage and production activity

### Protection-led methodology

- Operatives trained to work carefully within a storage environment
- Cleaning methods designed to minimise disruption to stored assets
- Focus on preservation alongside cleanliness

## The Results

Our approach at the Green Store has delivered a cleaning solution that is both effective and carefully aligned to the operational needs of a specialist warehouse environment. By adapting our methodology, we have been able to protect sensitive assets while maintaining consistent standards and efficient service delivery.

### Supporting asset preservation

Our tailored approach to cleaning at the Green Store has ensured effective dust control across the facility, supporting the long-term preservation of stage props, set materials and production assets. By prioritising dry cleaning methods, we are able to maintain cleanliness without introducing unnecessary risk to sensitive items.

### Reducing risk through controlled methods

The use of low-impact cleaning techniques has significantly reduced the risk of damage within the storage environment. By limiting the use of moisture and adopting a more controlled methodology, our teams are able to operate safely within the space while protecting the integrity of stored materials.

### Delivering consistent standards

We maintain consistent service standards across both locations. Our structured approach to management, communication and quality assurance ensures that each site operates to the same high level, regardless of function.

### Driving operational efficiency

Cleaning delivery at the Green Store is aligned to actual site usage, ensuring labour and resources are used efficiently. By adopting a planned, fit-for-purpose cleaning regime, we avoid unnecessary activity while maintaining a clean and well-managed environment.



## A Scalable Approach

Our delivery at the Green Store demonstrates how cleaning services can be adapted across different environments within a single estate. By aligning our approach to the specific needs of each site, we are able to deliver consistent standards while responding to varying operational requirements.

This scalable model ensures that whether operating in high-footfall public spaces or specialist storage environments, our services remain efficient, controlled and aligned to client priorities.

## 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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