

TRACY KALPHAS | GENERAL MANAGER - WESTERN AUSTRALIA

CERT IV FRONTLINE MANAGEMENT, CERT IV FINANCIAL SERVICES (FINANCE AND MORTGAGE BROKING), CERT IV WORKPLACE HEALTH AND SAFETY, DIP INJURY MANAGEMENT, ADV DIP QUALITY MANAGEMENT SYSTEMS (LEAD QUALITY AUDITOR), ADV DIP WORKPLACE HEALTH AND SAFETY SYSTEMS (LEAD WHS AUDITOR), ADV DIP MANAGEMENT IN QMS, WHS AND IMS

UP CLOSE...

Tracy calls her husband her greatest role model and mentor, having worked in the same industry for more than two decades. She is also passionate about fishing, growing the world's hottest chillies, and Elvis Presley—her number plate is even GRACELAND.



Tracy is a passionate professional with more than 25 years' experience in the building services industry. Tracy started her career as a hairdresser before venturing into the world of finance broking, and she honed her skills internationally working in foreign investments. After having her two children, she fell into building services, and **has developed her career in the industry over the past two-and-a-half decades, including a number of senior management roles.**

Tracy worked as General Manager (Risk Management, Self-Insurance, Workers Compensation and Injury Management) for ISS Facility Services for 18 years, working across areas including commercial cleaning, aviation, retail and commercial security, pest and hygiene, and the resources sector. **In 2008 she was named as one of the top three managers globally with ISS, and recognised at the Top 100 International Managers conference held in Turkey.**

Then from 2015, she was appointed as Western Australia State Manager (Integrated Facility Services) for Glad Group, overseeing contracts with both retail and commercial clients including Dexus,

Scentre Group (Westfield), Shopping Centre's Australia, JLL, Rottneest Island Department of Corrective Services, and Knight Frank. Tracy joined the Ozland Group Solutions team in April 2021 as General Manager - Western Australia.

As a leader, Tracy is approachable and extremely hands-on, and you will usually find her on-site, greeting each and every staff member. She is highly regarded as someone who gets the job done, and is often on-site unpacking and sorting supplies during any transition, or is in the control room at a new project until the team has settled in.

Tracy empowers others through mentoring and ensures those within her team are given the opportunity to learn and develop new skills. **She believes there is nothing more rewarding than seeing individuals develop, grow and be the best they can be,** knowing you had a hand in that process.

Given the dynamic nature of the industry, she is committed to consistently advancing her knowledge, skills and expertise, and staying on top of best practice to ensure successful outcomes.

“With big risks come great rewards and a chance to make a difference. I love getting out to the sites, meeting people, and learning something new every day. Internal motivation is my key, because if you're not pushing yourself, who will?”

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Now that you know a bit more about me, I'd love to know more about you.