



**OZLAND
GROUP
SOLUTIONS™**

OPERATING NATIONWIDE AUSTRALIA + NEW ZEALAND

OZLAND GROUP SOLUTIONS CASE STUDIES



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CBRE- Mondelez Australia & New Zealand – Integrated Service Model

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Key Facts

Client: CBRE

Locations:

Manufacturing plants TAS, VIC, SA
Commercial office VIC, SA, WA, QLD,
NSW

Contract commencement:

Sept 2020 Security,
Oct 2020 Cleaning +

Services Delivered

- Morning Day & Night Cleaning
- Office cleaning
- Scrubbing
- Plant manufacturing cleaning (food grade HCCP)
- Cleaning plant area
- General Handyman
- Landscaping
- Security Services
- High touchpoint cleaning

Background:

Mondelez engage CBRE to manage their Cadbury manufacturing facilities and offices across Australia & New Zealand. In September 2020 Ozland Group was awarded the security contract. The client was extremely pleased with the contract transition which was seamless in execution & subsequently brought forward and awarded the cleaning contract to Ozland Group.

Client Requirements and our role:

The client was concerned about increase in Union activity and Ozland Group was able to offer a fully compliant model and since engagement has not experienced any major issue in this area. During the cleaning transition period Ozland Group identified that further efficiencies in scope delivery could be obtained with better utilisation of the “General Hand” Role. Subsequently a time in motion study was conducted by Ozland Group across the Victorian business.

Solution:

Through better utilisation of the mobile patrols and guarding across the sites, as well as upskilling the team to be able to deliver cross functional accountabilities in the areas of cleaning, handyman and landscaping there was a redundancy of 1 FTE providing savings for the client.

Outcomes and Next Steps:

The refined organisation structure has continued to be successful with little to no impact to the service deliverables. Ozland Group Solutions are committed to continuous improvement and will always search for ways to improve the customer experience and optimise resourcing and assets. Similar to many businesses the cleaning services costs have now risen due to COVID-19 and increased touch point cleaning requirements. Ozland Group are currently in discussion with the client to reduce these services providing a further cost benefit saving by utilising BioProtect to reduce cleaning down to once per day (refer to Case Study on “Healthy Environments” for further information)