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## IAG Motorserve – Integrated solution management

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### Key Facts

Client: IAG -

**Locations: Motorserve locations**  
NSW/ACT, VIC – 27 Sites, customer  
reception area, offices, amenities.  
Repair Hub -Project work & cleaning  
QLD

**Contract commencement:** June  
2020

### Services Delivered

- Office Cleaning
- Full time maintenance
- Project rebranding works
- Fitout of new offices FFE
- General Handyman/Licensed electrician
- Landscaping
- Security patrols
- Alarm system/video – Installation and monitoring
- 24/7 NOC control
- National account manager

### Background:

Ozland Group Solutions was awarded the Integrated Contract for IAG Motorserve & Repair Hub across 4 states across Cleaning, Maintenance, Security & Project works.

### Client Requirements and our role

The client was after a company that could provide a complete turn-key solution to manage their Facility Management function. Ozland Group provides a dedicated account Management structure supported by Urbanise & Lighthouse technology solution as well as a dedicated administrator to manage the work orders and flow.

### Client Challenges:

During recent cleaning inspections it was identified that maintaining a safe and hygienically clean environment for staff and customers was paramount. Leveraging the lessons learnt through the establishment of “Healthy Environments” our National Cleaning Manager conducted ATP testing on the 11 November 2020 on the reception desk at Padstow Motorserve. The result was 440 which signifies a very unhygienic surface with poor infection control. There is every chance that COVID-19 could be present on this surface.

### Solution:

Ozland Group are committed to providing a safe and clean environment for our customers and since this testing have now implemented the use of BioProtect to the cleaning process as a value add to Motorserve at no additional cost. The cleaning teams on site were trained in how to effectively use Bi Protect with the support of our RTO.

### Outcomes

After using BioProtect for over 3 weeks a retest was conducted. The result was only 19, which signifies Hospital Grade Hygienic Cleaning standards. Effectively there are no living pathogens on the surface and because BioProtect is TGA approved for being 99.99% effective in killing COVID-19 it would be safe to say that there was no COVID-19 present.