

## **SITUATION**

After completing a successful tender process for the provision of cleaning and ancillary services for a 32-site portfolio of serviced office buildings within the M25, OandG Support Services commenced a full Mobilisation programme across the whole of the clients estate.

This involved the Tupe transfer of over 100 site operatives and 25 site supervisors, our Operations and HR teams actively engaged with all of those staff who wished to transfer and although there were some anomalies with regard to the individual employment status this was completed successfully within the timeframe allocated.

## **DELIVERY**

Upon commencement date we utilised a number of our regional Account Managers to assist the appointed Account Manager during the start-up period, this ensured that each received a site visit to ensure that all staff were aware of their individual responsibilities and our expectations of them with regard to service delivery and the cleaning standards produced.

All sites received a full complement of the equipment we had allocated along with full uniform and the necessary PPE for their respective duties.

During the course of the first week of service, all staff completed their stage one Training modules.

## **EVALUATION**

The client had requested that their appointed supplier demonstrated an increased service capability with particular regard to communication and service supplier engagement with their tenants, this has been achieved for all sides using the Support Services Helpdesk which is within their Midlands office and the creation of a dedicated What's APP group for all to use.

Since commencement the client has extended their thanks for the smooth operation of all of the sites concerned in addition to adding a further six properties to the portfolio, as well as seeking to appoint us into their portfolio of buildings in Oxford.