

## **SITUATION**

After several, ongoing successful previous projects with the client, we were approached to submit our recommendations for the cleaning of the office areas of one of their buildings in Stockwell.

The current operating costs for the cleaning of these areas were greater than the client had expected and the service delivery by the existing company had been inconsistent.

Based on over 100 years industry experience our senior team and with the guidance of the client, our recommendations for the cleaning of these areas were 14% lower than what was currently being delivered.

## **DELIVERY**

Using an in-house designed productivity rate calculator and an in-depth cleaning schedule, we demonstrated the ability to deliver high standards of cleaning to all of the areas concerned within the recommended time allowance. The client was impressed with this and engaged with OandG Support Services immediately.

We managed the TUPE process effectively and retrained the cleaning team to work more efficiently in order to improve standards.

Since the contract began the standards of cleaning and consistency have been faultless.

## **EVALUATION**

The client set out with a goal to reduce the overheads of service delivery without compromising on service quality. OandG Support Services have delivered this goal with a professional and effective strategy. The tenants within the building have noticed the improvement in cleaning standards with a result that OandG Support Services are now delivering daily cleaning services to 30 buildings across their portfolio with offices across the UK from Darlington to Birmingham as well as Central London and the City.