

A perfect partnership OKI Cumbernauld



SODEXO SERVICES:

- Domestic services (including portage, housekeeping and linen)
- Grounds maintenance
- Catering
- Cleaning/Janitorial
- Hospitality
- Mailroom
- Reception
- Security
- Switchboard
- Gym

By working closely with OKI, Sodexo has delivered a package of innovations that has delivered savings of £70,000 in the first year.

‘Sodexo provides OKI with more than just a service in the areas of cleaning, janitorial and security,’ explains **Craig Douglas, General Manager of Operations at OKI**, the business-to-business printing communications specialists, ‘they seek to provide value.’

‘By working together,’ continues Craig, ‘we identified areas where Sodexo now carry out a wide range of value added activities within their core team on-site, for example external cleaning, high-level cleaning and grounds maintenance.’

‘This provides mutual benefits in reducing our overall costs, enhancing Sodexo’s service offering and sustaining Sodexo’s on-site workforce. This has all been achieved while continuing to provide a high level of service across the whole Sodexo portfolio of services.’

A partnership which started in 1987 – now the Sodexo services include security, mailroom, reception, cleaning, janitorial, catering and hospitality as well as an on-site gym. Managing all these

services enabled Sodexo to think laterally and multitask. For example, by combining the mailroom service with reception, the Sodexo team has delivered £20,000 in savings. Other changes have included innovations in cleaning rotas and equipment, leading to savings of £30,000 in the first year.

‘We knew microfibre cleaning systems could provide excellent cleaning without the use of expensive chemicals,’ explains June Anderson, Sodexo General Service Manager. ‘The outside drainage feeds a pond so it seemed the perfect solution to make our cleaning impact more neutral – for the environment, the cleaners and OKI staff. It’s been a huge success.’

The reduction in cleaning chemicals also meant the team

discovered that the use of cold water actually improved the process of cleaning the very fine print powder in the production facility (hot water causes the powder to congeal), thereby delivering further savings in utility costs for OKI.

GOING THE EXTRA MILE

Keen to update the on-site gym but with little budget available, Sodexo’s dedicated part-time gym manager offered a solution. He volunteered to come in at the weekend to re-decorate and revitalise the facility himself with paint paid for by Sodexo.

Diarmid McBride, General Manager – HR EMEA, OKI Europe Ltd continues: ‘The drive, passion and energy of our fitness instructor is incredible... he takes a sincere and genuine interest in the health and fitness of all our members.’

TASTY, NUTRITIOUS FOOD

Sodexo’s focus on well-being continues through to the canteen - the first canteen in Scotland to achieve the Healthy Living Award in 2006, and an accreditation that has been retained ever since. The result is food that is flavoursome and popular – with 80 per cent of staff using the facilities for breakfast and lunch.

‘We know we’re making our client’s life easier,’ says June. ‘They’re always very positive in giving praise. In fact, the Janitor team was recently nominated for OKI’s team of the month. Sodexo teams have received this award a few times. It’s lovely as it shows OKI feels we’re genuinely part of their team.’

