

Beyond the Desk.

Exploring the Future of Workspaces

From Warehouse to Level 26: The Real Work Behind Reliable Delivery

In supply chain and logistics, three elements determine success every time:

1. Communication.
2. Speed of delivery.
3. Quality and consistency of execution.

These are the pillars that underpin OLG's approach. Across every project, no matter the size, one lesson continues to prove itself: the fastest way to achieve a great outcome is to get it right the first time.

This philosophy guides everything from how we enter orders, to how we pick and check stock, to how we deliver into some of the most complex sites in the country. While we constantly optimise for efficiency, we never sacrifice accuracy. In fact, it's the small, deliberate pauses, the extra 30 seconds for a second set of eyes or a final verification, that prevent major issues down the line.

Until our systems, processes, and data can safely automate a step without compromising accuracy, we keep the manual checks in place. It's a discipline built not on caution, but on responsibility, because every delivery we make represents more than OLG.

We are representing how our resellers show up to their clients. A smooth delivery strengthens their brand and deepens trust. A mistake, however small, can impact credibility immediately. That's why the combination of clear communication, reliable speed, and flawless execution matters so much.

Communication First: The Foundation of Every Successful Execution

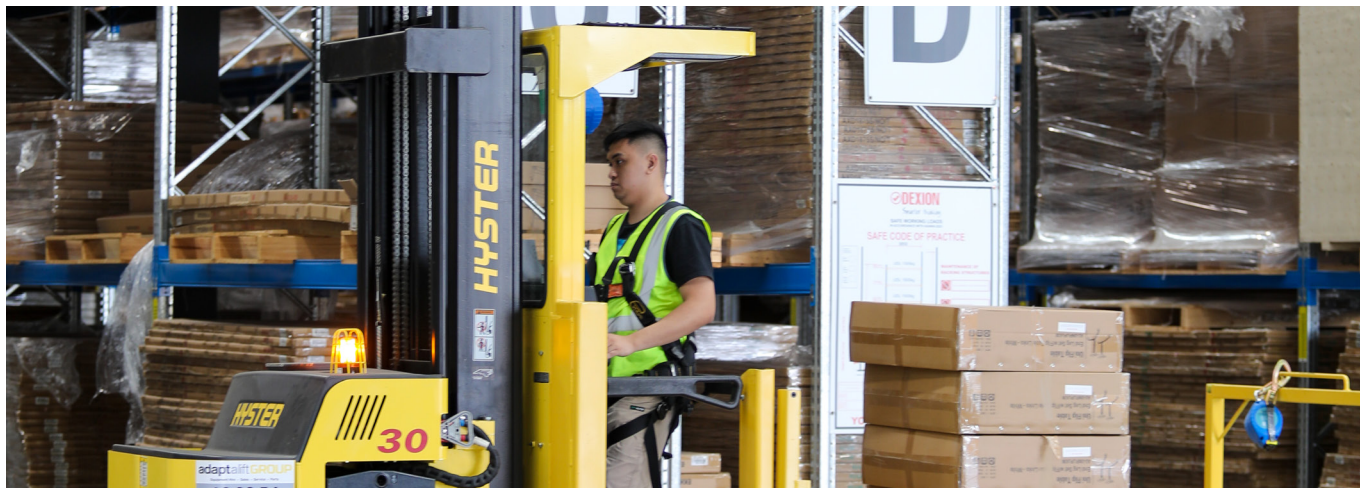
Internal communication, external communication, and proactive communication with site stakeholders are central to ensuring projects run smoothly.

From confirming delivery windows to coordinating with building managers, lift operators, or installation teams, miscommunication is the fastest way to derail even the best-prepared job.

At OLG, communication isn't a step, it's a constant. It informs the warehouse team. It aligns us with our resellers. It removes ambiguity with site teams. And it ensures everyone knows what is happening, when, and how.

Delivery Context Matters: Why CBD Projects Require Precision

Accuracy in the warehouse is only half the story. Once a delivery leaves our doors, the environment it enters often determines the complexity of the final execution. A single delivery method rarely fits every job, and understanding the site context early makes all the difference.



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CBD Deliveries: Precision Coordination Required

Delivering into the CBD brings a unique set of challenges:

- Strict delivery windows
- Loading dock bookings
- Council or building permits
- Lift access and protection requirements
- Security and sign-in protocols

A delivery to Level 26 is never “truck to site.” It is a sequence of planned steps, each dependent on the one before it, and each one requiring both communication and precision to execute without delay.

Even the most accurate pick can face challenges if the delivery environment isn’t understood early. That’s why OLG works closely with resellers to gather the right information, clarify constraints, and plan the path from warehouse to the final installation point.

Supporting Accuracy Through Innovation

While technology continues to evolve, its real value lies in how it supports accuracy. AI-enabled tools, such as the augmented reality glasses now used in some global warehouses, show how real-time product recognition and guided picking could improve speed and reduce human error.

For bulky goods, the application is more nuanced, but the opportunity is clear.

As AI becomes more integrated into physical workflows, it will help reinforce first-time-right performance, not replace the human judgement and communication that sit at the core of reliable delivery.

Start How You Want to Finish

With our goal of exceptional delivery and installation, excellence must start from the moment an order is created. And to maintain that standard, the three pillars must always work together: Communication. Speed. Quality and consistency of execution.

These are not just operational principles, they are promises we make to our partners.

To be trusted, you must be trustworthy. To be reliable, you must be consistent.

At OLG, we’re committed to delivering with precision, clarity, and care, so every partner we work with can deliver confidently.