

# CAFÉ MAX



## Enhancing Danone's staff wellbeing with fresh fruit deliveries

**Danone is a global leader in dairy and plant based products. As part of their commitment to staff wellbeing they provide fresh fruit to over 280 employees across three sites in Auckland.**

Earlier this year, staff raised concerns about the quality of fruit from their existing supplier.

OfficeMax already handles Danone's stationery, cleaning, café and PPE needs, and Danone

enquired if we could offer a better service for their fruit requirements.

### The Challenge

- Inconsistent fruit quality
- Danone wanted to consolidate and reduce its dealings with multiple suppliers
- A simpler ordering and a more comprehensive reporting system was required.

### Results at a glance



#### Improved quality

Consistent and on time delivery of fresh, seasonal fruit with a broader selection.



#### Streamlined procurement

Simplified ordering process, consolidation and transparent reporting improved operational efficiency.

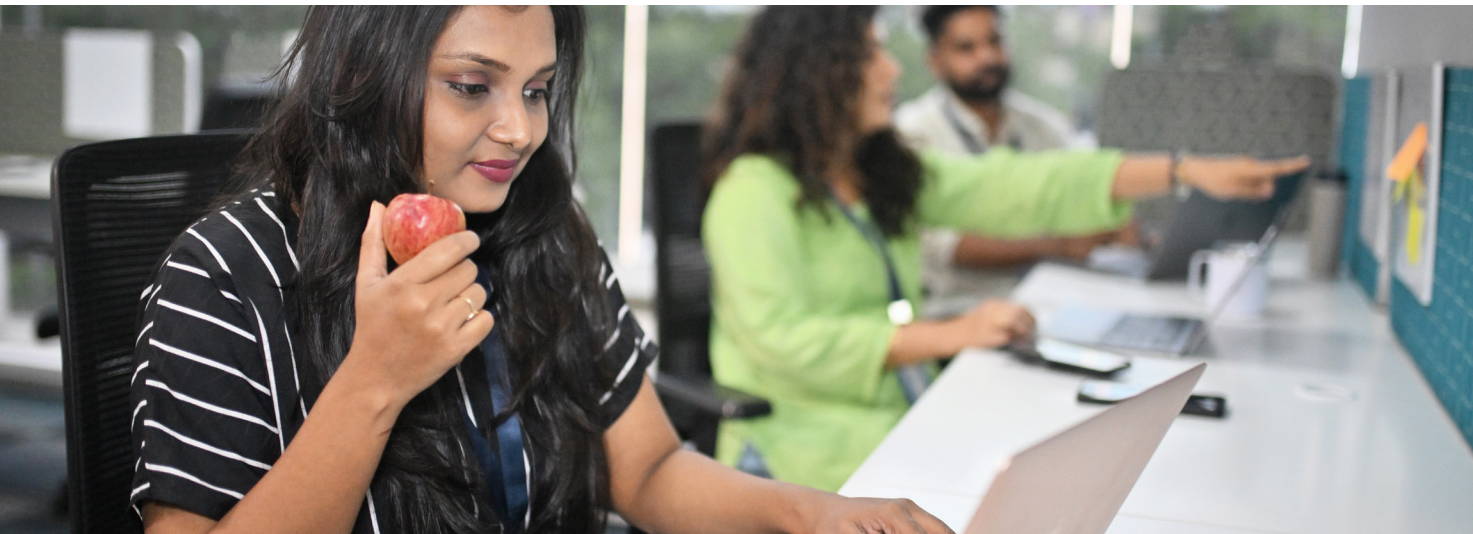


#### Happier staff, better wellbeing

Staff gave positive feedback and eagerly anticipate twice weekly fruit deliveries.

*"By switching to OfficeMax for fresh fruit deliveries, we have consolidated all our orders, and its effortless. We now have better visibility of all orders, including the timing and details of each order, and this transparency is important for our reporting purposes."*

**Ananja Weideman,**  
Receptionist, New Zealand Supply Point, Danone



## The Solution

Lydia Santawirya, OfficeMax's Account Manager for Danone proposed a tailored solution that would improve their experience and meet their requirements.

- **High quality fruit:** A wider variety of fresh fruit that would be delivered on time, twice weekly, to designated locations across their three sites.
- **Improved order visibility:** Our transparent reporting gives Danone complete visibility of its orders.

Essential data (vital for their reporting needs) was able to be provided including; month on month usage, sitewide spending, and category level breakdowns.

*"Our staff look forward to receiving fresh fruit twice a week. The fruit is beautifully presented in wooden crates, which are also sustainable."*

Ananja Weideman,  
Receptionist, New Zealand Supply Point, Danone

## The Results

**Fresher fruit:** Staff are happy to receive a wider variety of seasonal fruit, such as tamarillos, pears, bananas, oranges, apples, mandarins, and kiwifruit.

**Order consolidation:** Just one additional purchase order was needed to enable Danone to receive deliveries of fruit across its sites.

**Reduced admin tasks:** Both management and staff have responded positively to the new service. It has reduced administrative work for accounting staff, and employees now eagerly anticipate their fruit deliveries.

