

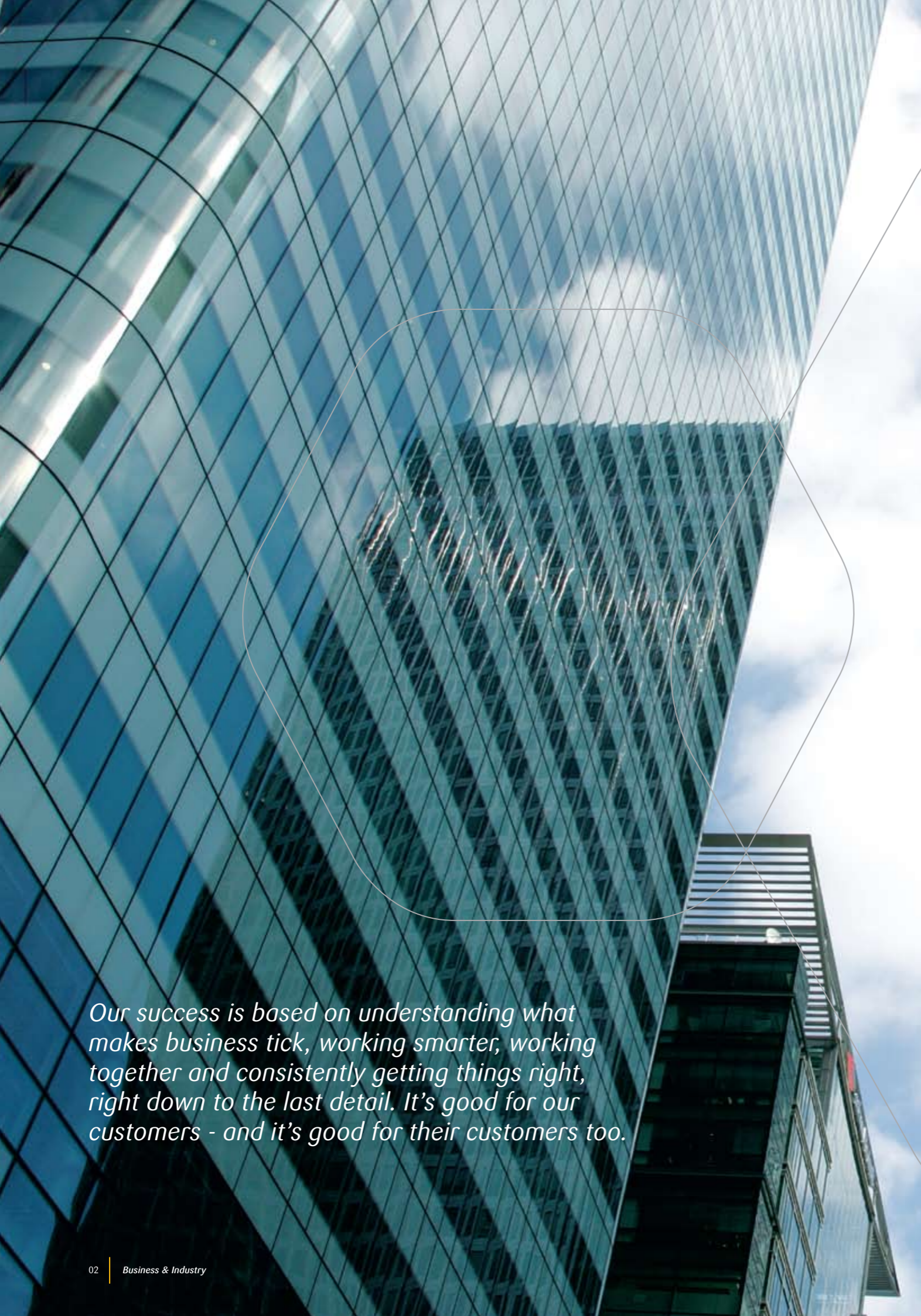


International *Facilities* Services

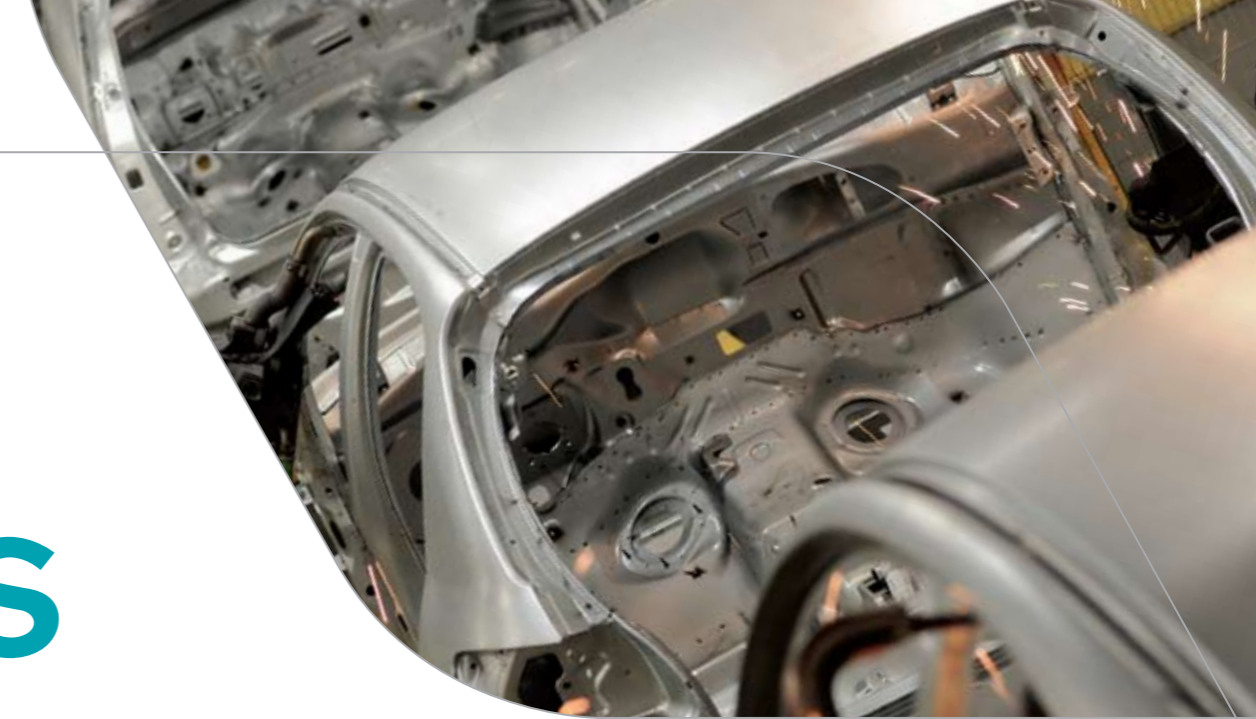


Business & Industry
Closer to customers, better for business





Our success is based on understanding what makes business tick, working smarter, working together and consistently getting things right, right down to the last detail. It's good for our customers - and it's good for their customers too.



Our solutions are better for business, because they're built around customers' needs.

As the UK's largest privately owned property support services provider, we have over 100 years' experience in successfully delivering a huge range of essential services for clients across the commercial and industrial spectrum.

Everything we do is designed around the way our customers work, and we make sure we learn from everything we do. So we continually improve our knowledge of the sectors in which we operate. It's a unique approach that means we always understand what's important to business, and it enables us to apply our technical expertise in ways that make a real difference for you.

A full range of support services

We provide cleaning, catering, an innovative and comprehensive security solution, combining both manned guarding and systems, and a host of specialist services, each designed to help businesses to operate more efficiently.

All of our services can be chosen separately, or packaged as part of an integrated services solution for even greater business benefits, including one point of contact and one monthly invoice for all services, which cuts down on paperwork and administration, and the use of specially trained, multi-skilled staff, which enables us to reduce the headcount without compromising quality. Taken altogether, it is a formula that delivers better service and value.

Organised around you

Every client benefits from the huge resources, innovation and economies of scale you'd expect of a global company and market leader. But while we are an international group, OCS is organised around customers' needs at a local level.

Experienced managers take ownership of each contract, providing continuity of knowledge and service, together with maximum responsiveness.

For larger and more complex contracts, we also offer a more consultative and advisory level of management, delivered through our Key Accounts team.

Highly trained, motivated people

We believe in building long term relationships, and the longer we work with our customers, the deeper our pool of experience becomes. And because that experience belongs to our people, we work hard to maintain one of the lowest rates of employee turnover in the industry.

Starting with a well-proven recruitment programme, we take care to select the right personnel. We then provide thorough training, not just on the technical aspects of the role, but on the specifics of each contract. We also take our responsibilities under TUPE very seriously. Put simply, you

can be confident that OCS people always know exactly what they're doing, and why they're doing it, which in turn helps to build a well motivated team and pride in a job well done.

New ideas for business

Our clients are continually reinventing themselves and the business world itself is changing. At OCS, we don't simply go along with change - we lead change - developing new ideas, investing in the latest technology and equipment, and using our expertise to improve service and value for our customers.





Cleaning and Environmental Services

Before we polish a reception desk, wipe a conference room window or dust a keyboard, we get right into the nooks and crannies of your business, so that we grasp the detail of how you operate. Armed with that crucial understanding, we are able to provide the cleaning service you need to work efficiently.

A full range of services

With over a century of experience, at OCS we've developed a truly comprehensive range of cleaning services. Nothing is beyond our capabilities and, inside or out, we can reach any area of any commercial building, on platforms or even by abseiling if necessary.

As with all of our services, we develop a cleaning programme that is built around your needs, not ours, ensuring quality of service with the minimum disruption and added value:

- By taking better care of IT and Communications equipment we can help prevent costly breakdown and repair.
- We can help to double the lifespan of your carpets and flooring.
- Our washroom service creates a more pleasant environment and leads to happier staff, and less absenteeism through illness caused by contamination.

CleanSmart™

Our CleanSmart™ system is an outstanding example of how we add value through innovation and customer knowledge. Based on lean engineering principles, CleanSmart™ is a unique office cleaning methodology proven to deliver efficiency gains of 20% - 30% in offices of more than 100,000 sq ft, typically with corresponding cost savings for the customer.

Investment in training and technology has also enabled us to lead the way in daytime cleaning. For example, using battery operated and ultra low-noise vacuums, our people can work safely, and discreetly during the working day, cleaning only what needs to be cleaned and helping to alleviate the security issues and costs of a traditional after hours service.



Specialist cleaning

OCS operates across a broad range of commercial environments and we have considerable expertise within such diverse industries as printing and shipping. We are also able to provide expert cleaning services for special building finishes, features or materials such as marble, granite, stone, metalwork and suspended ceilings, so that you will always be confident of creating the right impression in public areas.

WasteLine

We understand that effective waste management is a major issue for business. Through OCS WasteLine you can ensure that all of your waste is dealt with safely, economically and with as little environmental impact as possible.





Security

We believe you should have the freedom to run your business safely and effectively; without risk to your customers or staff, property or assets. Drawing on over 30 years' experience, OCS has developed a more intelligent security solution that offers maximum efficiency and complete protection for your business.

SecureSmart - A unique process, for your unique security challenges

SecureSmart is a joined up way of thinking about your security. At its heart is a unique, six stage planning model which is used to build a complete picture of each client's security environment and strategic goals, identify the key areas of risk and develop the ideal security solution.

It's a sophisticated, knowledge-based process that ensures that efficiency and cost-effectiveness are built in every step of the way;

Seek knowledge. Complete review of the client's current security arrangements.

Evaluate risk. Analyse data, understand and prioritise risks.

Consider solution. Security overview and recommendations.

Understand cost benefit. Outline costs, budget comparisons and evaluation of cost benefits.

Re-engineer design. Identify return on investment, refine and enhance.

Ensure value. Ongoing review and improvement, technology upgrades.



Component services

The SecureSmart process means that your security will automatically feature the optimum balance of security components, bringing together the most advanced thinking, the best people and the latest technology in a seamless package precisely targeted at the specific threats facing you:

- Manned guarding is delivered through a 3,500-strong team of rigorously screened and highly trained security officers, operating to BS7984:2001. Every member of staff is given detailed, site specific training and we can also provide professional officers for customer-facing, front-of-house duties.
- Our retail security teams offer a reassuring and effective presence in malls and shopping centres and we also provide a range of specific services to safeguard the supply chain including inventory control within distribution centres.

- Using the latest security technology, dedicated engineers design and install advanced CCTV, access management, intruder detection and fire safety systems. All can be linked through one interface, so enabling assets and personnel to be closely monitored 24 hours a day, under the watchful eye of our 24 hour National Support Centre. We currently hold acclaimed 'Gold Company' status with the National Security Inspectorate and we are winners of the BSIA 'Best Use of Technology' award.
- Protecting intellectual property can be critical to safeguarding your business. Our professional confidential waste management service employs rigorous protocols to collect, transport and securely dispose of your waste, giving you total reassurance that sensitive material will always remain completely confidential.





Catering

Changing tastes, dietary concerns and ever more demanding patterns of work are making catering for business and the workplace a greater challenge than ever. At OCS we have not one, but four solutions.

These innovative catering solutions are organised into four key 'concepts'; Just Deli, Foodhouse, Culture Café and Eligo, our fine dining brand, which enable us to provide the best level of choice, nutritional quality and convenience at every price point and working environment. Flexibility is built into each concept and we work closely with our customers to refine our offering in order to meet specific requirements.

Great food, great service

Whatever else is on the menu, we always have 100% commitment to serving great food and delivering a service which is second to none. Staff are well trained, encouraged to achieve the very highest culinary standards and managed by seasoned catering professionals who ensure our business seamlessly integrates with yours.

We're open when you need us to be, we offer well balanced menus, and above all we serve the kind of food your people want - to take out, eat in, or eat at their desk - helping to keep everyone healthy, satisfied and focused whilst at work.

Ingredients are sourced locally wherever possible, and we actively promote fair trade and sustainable practices. Our food development team is constantly looking for exciting new flavours and more nutritional ideas for main meals and snacking. We are also introducing new technology that makes life easier for the customer; such as cashless smart card systems and our online virtual deli, which help busy work forces to get the food they need, quickly and conveniently.



Just Deli brings the best of the high street to the workplace, including famous names like Costa Coffee, Delice de France and Ben & Jerry's. From freshly prepared hot dishes, to delicious sandwiches made with an array of fresh breads, as well as crisp salads and exciting snacks, Just Deli combines maximum flexibility and choice with low investment costs, for even the smallest spaces.



A full staff restaurant concept, Foodhouse provides a range of freshly prepared meals, snacks and refreshments to meet the full range of occasions and appetites. Superb branding and presentation provides a thoroughly contemporary flavour, creating a modern, dynamic environment which acts as a social and business hub.



Ideal for entertaining clients or hosting executive meetings, Eligo has been created to meet growing demand for stylish fine dining and hospitality. Our executive chefs prepare outstanding food to suit individual tastes, and the attention to detail and personal service delivered by our front of house team is designed to leave a great impression.



Culture Café is a dynamic new food service which specifically caters for growing ethnic and religious food diversity requirements in the workplace, with a range of tasty, hot and nutritious options. Where possible everything is locally sourced and our chefs ensure that the menu is constantly changing and features a selection of multi-cultural foods, including a wide range of halal and kosher products.





What *else* can we
do for *you*?

What else can we do for you?

Working quietly and often behind the scenes, at OCS we provide a range of specialist services that typically fall outside of customers' business focus, but which are nonetheless essential for the wheels of industry and commerce to run smoothly.

Document Management

Using smart technology, including voice guided mailsort, we offer document management services based around mailroom, print and reprographics and electronic data capture/management. All are designed to streamline conventional administrative systems and provide customers with improved presentation and communication of information.

Horticulture

We don't simply look after your business environment, we can actually help it to grow, with horticultural services for both interiors and exteriors, including specialist grounds maintenance as well as landscape design and build, and interior landscaping. We'll tend to everything from formal gardens to interior plant displays.

Pest Control

OCS provides a pest control service covering all sectors, including food production, retail, logistics and leisure, deals with birds, rodents and insects. As infestation can be highly disruptive to business, our integrated pest management programme puts an emphasis on prevention, not just cure, finding permanent solutions that fit your specific industrial and commercial needs.

Textile Care

From complete garment rental to laundry-only options, our textile care service provides a fast and reliable collection and delivery service to ensure that clean workwear, linen, towels and dust mats, are with you exactly when you need them. Our comprehensive garment rental range includes chef jackets, personalised uniforms, industrial workwear and high visibility clothing.

Washroom Hygiene

At OCS we offer an outstanding service and a full range of high quality washroom products that ensure cleanliness and hygiene, essential for maintaining a good business image.

Our comprehensive product range includes air fresheners, feminine hygiene units, baby change facilities, hand dryers, soap dispensers, sanitising systems and vending machines, as well as specific services for enhanced accessibility.



For more information about the OCS range of services for business and industry, please contact 0844 846 7606 or email enquiries@ocs.co.uk



Cleaning

- Office cleaning
- Carpet cleaning
- Computer cleaning
- Window cleaning
- Industrial cleaning
- Washroom cleaning

Catering

- Fine dining
- Staff restaurants
- Vending

Security

- Access control
- Manned guarding
- CCTV and security system

Specialist services

- Pest control
- Waste management
- Hygiene and textile care
- Washroom services
- Workwear and garment hire
- Laundry services
- Document management