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## A World of Support Services. A World Class Group of Companies.

“ It’s always reassuring to know that when you need something to happen, it will.

But all too often the everyday tasks that businesses around the world depend on, to allow them to operate effectively and efficiently, get in the way.

That’s why at OCS, we’ve built our business around businesses like yours.

Whether it’s one specific service, or a number of general services you require, you can relax in the knowledge that a call to OCS will ensure a swift and professional response.

Now the largest family-owned property support services provider in the UK, OCS comprises specialist engineering, catering, security, cleaning, horticulture, hygiene, pest control and integrated services - all within one group, dedicated to providing

ONE COMPLETE SOLUTION ”

**Chris Cracknell**  
Chief Executive





# foodhouse

# Eligo

## Speciality Services

We understand that a 'one size fits all' solution rarely works, which is precisely why at OCS Catering, we've developed a choice of four food service concepts.

We work closely with each customer to understand their business at an early stage to determine which of our concepts will best serve their level of need, or whether a completely bespoke solution is required. But our time isn't the only investment we make to ensure success; each of our food service concepts has a unique appearance which, when integrated into the workplace, creates a modern and welcoming environment. It can provide customers with an experience of 'going out for lunch without going out' and in office environments, our facilities can be designed to provide an informal meeting area, useful for motivating staff or sealing client relationships.



### Foodhouse

A full staff restaurant concept, Foodhouse provides a range of freshly prepared meals, snacks and refreshments to meet the needs of our diverse mix of customers and their staff. Through the branding and presentation of the Foodhouse concept we can provide a modern and dynamic high street experience that becomes a social and business hub for any organisation.



### Eligo

For a stylish fine dining and hospitality experience, ideal for occasions such as entertaining important clients or hosting executive meetings, we've created Eligo. A truly personal service, our Executive Chefs prepare fine food to suit individual tastes and the attention to detail shown by our front of house staff is designed to create a positive reflection on our customers.



### Just Deli

Just Deli brings the best of the high street to the workplace, enhanced by alliances with familiar brands including Costa Coffee, Delice de France and Ben & Jerry's. From freshly prepared bistro style hot dishes to sandwiches offered on a vast array of breads, crisp salads and tempting snacks, Just Deli provides levels of flexibility and choice previously unimaginable within a minimal amount of space and with low investment costs.



### Chameleon

From simply serving coffee through to a full deli bar or bistro, Chameleon was created specifically for multi-tenanted office buildings and business parks. Through a mix of quality and choice, Chameleon can give landlords a distinct advantage over their competitors.





## Management & Quality Control

At OCS, quality of service is what our reputation is built on. In order to maintain this we've developed an effective infrastructure for our business by appointing professional and experienced management at every level.

Unlike many of our competitors, and vital to our partnership approach, each of our Account Managers is responsible for no more than twelve customer accounts. It enables them to forge close customer relationships and provide excellent communication.

Whilst our operations teams are trusted and highly competent, they too benefit from the close support of our management. Our Account Managers are able to invest

more time at each contract to provide guidance, monitor performance 'on the ground' and ensure that the service standards and objectives pre-agreed with our customers are always met.

Our senior management team has a diverse range of expertise forged in the commercial catering world and we draw on their experience to provide direction across the business. We can also call upon the expertise of ex-Environmental Health Officers to ensure we comply with and exceed legislative requirements in the high risk area of food safety.

We employ our own Food Development Manager, who is passionate in the quest for new ideas and new dishes that tantalise the taste buds. Meanwhile our Executive

Training and Development Chef is highly focused on improving the skills of our kitchen staff and promoting best practise.

This level of management support when measured on a per contract basis offers our clients and managers an unrivalled level of on and off site expertise in the contract catering market.

All of our management have their own areas of responsibility, yet there's one objective that is universal throughout our business; that each and every customer experiences a service that's second to none.



## Innovation & Technology

**Whilst maintaining our reputation is important, at OCS we're equally committed to improvement and in many ways we're setting new standards.**

Some of most successful concepts have arisen from our constant experimentation. To meet the needs of modern business, with its shorter lunch breaks and longer hours, (now officially referred to as eating "al-desko" in the Oxford English dictionary) we've introduced an expansive range of takeaway meals for the workplace which includes healthy options, such as multi-layered salads partnered with a choice of dressings, fresh fruit and yogurt-pots and a mouth-watering selection of deli-sandwiches.

We're also fully embracing new technology and implementing integrated information technology to improve or extend our service.

Where we've installed systems for multi-function electronic payment cards we've

added convenience, resulting in an increased use of our facilities. However our IT infrastructure also brings other advantages such as improved efficiency for our on-site personnel, enabling them to allocate more of their valuable time to front-of-house customer service. Provisions are ordered electronically via 'OCS Marketplace' - which operates in a similar manner to home shopping portals. Linked directly to our suppliers it provides a catalogue of all products and prices - and highlights best-buys. Our web-based systems also include payroll modules and access to information such as our company policies and procedures.

We've also recognised the potential that our IT systems have to offer our customers. For complete transparency, and to prove our commitment to open-book accounting, we provide them with password-controlled access, making management and financial information accessible in real-time. Working

closely with their IT personnel, we're also able to create areas within our customers' intranet portals to facilitate anything from an on-line order and collect service for our deli sandwiches, confectionery and snacks, through to a comprehensive hospitality order and billing process.

Of course advances in technology and smarter ways of working can also bring environmental benefits. By installing energy-efficient equipment throughout the business, minimising wastage and increasing the amount of produce we can source from local suppliers and farms, we're proving our commitment to promoting sustainability and protecting the environment, whereas many just talk about it.

So for a complete catering solution whatever your business, choose OCS with confidence. Because the proof of the pudding really is in the eating.

