

## British Airways extends soft services and laundry contract with OCS, prolonging a fruitful 25-year-long relationship

2 years ago



British Airways, the flagship airline of the United Kingdom, boasts the country's second-largest fleet and passenger base. Since 2013, OCS has been entrusted by this aviation industry leader to handle its soft service needs, while providing laundry services to them for over 25 years. The soft services partnership originated when British Airways opted to discontinue a total facilities management service provided by their previous vendor, with the aim of enhancing their services.

Following a competitive tender process, OCS secured the contract to deliver soft services such as portage and front desk support to British Airways sites across the UK. Over the past decade, OCS has consistently been the chosen soft services provider, receiving multiple contract extensions.

The most recent extension reflects the success of the enduring relationship between OCS account holders and the British Airways team. OCS's commitment to effective communication involves ensuring that every serviced site has a designated key stakeholder, facilitating unhindered interaction between teams and colleagues at British Airways. Collaborative efforts have been pivotal in achieving the best outcomes for both OCS and British Airways, maintaining the health of the relationship. By attentively listening to the needs of the British Airways team and implementing additional measures where feasible, OCS has delivered cost-conscious and compliant services.

Embracing British Airways' goal to achieve carbon net zero by 2050, OCS has strategically incorporated measures in its soft service provisions to minimise environmental impact. Its comprehensive approach ensures that all facets of its mission are addressed, demonstrating their dedication to sustaining a positive

and eco-conscious partnership.

For the laundry service provision, while the contract did go to market, it was the relationship with OCS built over two decades that stood the test of time. OCS emerged as the best option in terms of quality and commitment to British Airways, having made significant improvements to its laundry servicing site, which serves three other airlines, to boost its sustainability and provide environmentally friendly options for processing laundry. For example, OCS installed a banding machine on their site which has facilitated a 50% reduction in plastic usage on BA's headphones. Furthermore, OCS has taken extensive measures to provide an electric fleet and recover all the energy spent on heating the water used in the facility contributing to BA's net zero targets.

*"We are proud of the partnership we have built with British Airways over the years and this latest extension is just further proof of the success of our active listening and stakeholder management. We look forward to continuing the good work with British Airways over these next five years as we continue to take on the mantle of upholding their exceptional services."* – Daniel Dickson, Chief Executive Officer UK & Ireland – OCS

*"We have felt and seen the impact of OCS's commitment to openness and transparency in their operations with us, resulting in consistent services across all our sites and creating good working environments for our teams. We look forward to continuing this nearly three-decade-old partnership and working with OCS to achieve greater heights in our responsibility to the environment and our people."* – British Airways spokesperson