

## Southbank Centre appoints OCS as part of a multi-million FM investment programme

1 year ago



Southbank Centre has awarded [OCS](#) a contract to supply total facilities management services to their sites. The services include cleaning, technical services (mechanical & engineering and projects), and event support. The core multi-million-pound contract will be carried out over 5 years, with potential for extension, along with additional yearly projects of added value, to enhance the facilities at Southbank Centre.

The victory in securing this prestigious contract is attributed to the strong and sustained engagement between the teams at OCS and Southbank Centre. The foundations of a strong working relationship have fostered outstanding collaborative engagement throughout the tender process. The contract will go live on the 1st of April, with a transfer of over 100 front-line colleagues from the incumbent service provider to OCS.

Southbank Centre sought a contractor capable of addressing the unique needs of its dynamic business, including three main properties –Royal Festival Hall, Queen Elizabeth Hall, and Hayward Gallery–and other satellite locations. As a hub for the arts community, the spaces within Southbank Centre are constantly evolving spaces, to accommodate a busy calendar of events. The OCS team has committed to a service delivery with exceptional agility in supporting their building-repurposing initiatives.

Hilton Wells, Head of Facilities, said: “We are excited about the collaboration with OCS and their dedication to delivering our specific requirements. Their commitment to building a strong and cooperative relationship has been clear throughout the process. We believe that their expertise will play a vital role in preserving our status as a hub for the arts community and improving our facilities. We anticipate a successful and mutually rewarding partnership.”

OCS's technological offerings, particularly its smart building technology, ABi, caught the attention of Southbank Centre. Post-mobilisation, they plan to implement ABi to assist in reaching and monitoring sustainability goals and fostering best practices for efficiency gains across operations.

In addition to shared commitments to greener practices, OCS and Southbank Centre share a dedication to empowering the local community in London. To ensure a positive impact, OCS commits to hiring from within the local community for outsourced services and further employment. Additionally, OCS is committed to providing apprenticeships during the contract tenure and contributing to social mobility within the community.

This successful tender marks the commencement of a promising partnership. Together, OCS and Southbank Centre are focused on future-proofing and decarbonising the estate, while simultaneously empowering local communities. OCS takes pride in this achievement and looks forward to the collaborative journey ahead.

Claire Rumsey, Sector Managing Director – Private FM, Destinations, said: “We’re looking forward to building a strong relationship with Southbank Centre. Our commitment is to support them in maintaining their role as a hub for the South London community, creating welcoming spaces for both locals and visitors. Additionally, we are enthusiastic about implementing intelligent solutions to enhance their facilities and foster sustainable practices.”