

OCS Wins Contract for Passenger Services at Inverness Airport

10 months ago



OCS has secured a contract to provide passenger services at Inverness Airport. The company is committed to enhancing the journey experience for Passengers with Reduced Mobility (PRM), focusing on safety, customer care, and compliance with legal obligations, including the Equality Act 2010 and relevant regulations.

OCS's approach aims to work with the team at Inverness Airport to further develop their accessibility and customer service provision. The company plans to leverage its expertise and innovative solutions to deliver the necessary support. This contract seeks to enhance Inverness Airport's services with market-leading technology from OCS.

The company also aims to work with Inverness Airport to maintain its CAA rating of 'Very Good' and uphold the standards achieved in the Hospitality Assured accreditation. OCS's on-ground team will receive enhanced training for special needs and hidden disabilities. As a Disability Confident Employer, OCS has been providing 'Disability Confident Training' since 2008 to ensure best practices in PRM services across UK and Ireland airports.