

OCS secures TFM contract with the University of Sunderland in London

12 months ago



[OCS](#) has secured a new Total Facilities Management (TFM) contract with the University of Sunderland in London, expanding its presence in the higher education sector and long-term commitment to delivering smart, sustainable FM solutions.

The contract went live on 28 April 2025 and will run for an initial three years, with the option to extend for two additional years. Supporting a Vibrant, City-Based Learning Environment Located near Canary Wharf, the University of Sunderland in London is a rapidly growing institution that serves a diverse, international student body of 6,000.

Designed to reflect a modern and professional learning environment, the campus requires flexible and high-quality services. Under this new partnership, OCS delivers a full suite of TFM services, including cleaning, security, maintenance, portering, pest control, hygiene, window cleaning, and specialist services such as laundry for the simulation ward and sustainable waste management.

The contract is supported by a central helpdesk in Glasgow and an on-site team of 14, led by a technically focused account manager. Leveraging Technology for Smarter Service The contract leverages various digital platforms to provide full visibility, reduce risk and support real-time task management. These tools underpin a modern FM approach, enabling transparent reporting and service excellence across the board.

OCS also supports the university's health simulation suite, providing services that enhance this real-world learning environment. This alignment with the university's academic mission demonstrates how OCS goes beyond traditional FM delivery to add real value. Embedding Sustainability Sustainability is central to OCS's service model.

The OCS team has implemented a circular waste management system to improve recycling and segregation. In line with OCS and the University of Sunderland in London's net-zero targets, plans are also in place to introduce EV charging points. In addition, the team has introduced chemical-free cleaning technologies and continues collaborating with the university's ESG team to deliver greener, more future-focused FM solutions. **Creating Local Impact and Social Value**

Through this contract, OCS actively invests in people and communities. The company has welcomed existing colleagues to the team while creating new local employment opportunities. OCS provides employability workshops, internships and career support for students and graduates. Further contributions include supporting the healthcare simulation ward with equipment and training tools, which help enhance student learning outcomes. Colleagues will benefit from OCS's TRUE Stars recognition scheme and well-being initiatives, reinforcing the company's values where well-supported teams deliver the best results.

Symeon Hall, Senior Facilities Manager, University of Sunderland in London, said "We are pleased to have appointed OCS as the facilities partner for the University of Sunderland in London. As our students and staff settle into our new, state-of-the-art campus, effective building management will be crucial to its continued success. We look forward to working with the highly experienced OCS team throughout the contract."