

## OCS Wins New 5-Year FM Contract With UKHSA, Building On 10-Year Catering Partnership

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**OCS** has announced its new 5-year Facilities Management (FM) contract with UK Health Security Agency (UKHSA).

The multi-year agreement will see OCS deliver a range of FM services across three UKHSA sites in Wiltshire, Oxfordshire and Greater London, supporting their mission of protecting public health. This new contract builds on a strong existing relationship, with OCS having delivered catering services to UKHSA for over 10 years.

The continuation and expansion of services reflect the trust placed in OCS's service delivery. The contract's scope includes delivering essential services, including cleaning, catering, pest control, workplace services, visitor management, grounds maintenance, waste management, gritting and snow clearance, feminine hygiene, and barrier mats.

Innovative Technology and Service Delivery OCS will implement advanced technology to enhance service delivery and operational efficiency. Handheld devices will be used by the team for real-time communication, task allocation and monitoring, allowing issues to be addressed quickly and ensuring high service standards.

A market-leading CAFM (Computer-Aided Facilities Management) system will track all site activities, providing data-driven insights for continuous improvement. This system will allow OCS to capture, report and analyse service performance, identify trends, and enable proactive management. Using cutting-edge

cleaning equipment will further increase efficiency, reduce environmental impact, and maintain high cleaning standards across all locations.

Social value initiatives OCS aims to provide apprenticeship opportunities to at least 10% of its colleagues working on the UKHSA contract via approved training providers, fostering skills development and supporting long-term career progression.

The programme will be managed by OCS's Funded Learning Manager, with oversight from a dedicated Social Value Practitioner. A key focus will be on engaging underrepresented groups to ensure equal access to learning pathways. OCS will monitor key performance indicators throughout the programme to maintain high standards and drive continuous improvement.