

# Eurotunnel and OCS Extend Long-Standing Catering Partnership

6 months ago



[OCS](#) has secured a new agreement with Eurotunnel to continue their partnership for a further five years, with the option to extend to seven, reinforcing a long-standing relationship and marking a further milestone in delivering high-quality, cost-effective catering and vending solutions.

Under this contract, OCS provides catering services seven days a week to various Eurotunnel locations, including off-site catering for external events and meetings. This initiative meets the Eurotunnel's diverse workforce needs and delivers substantial cost savings. The contract was secured following a competitive bid process involving eight contenders, with OCS standing out due to its innovation and commitment to service excellence.

## Expanding Vending Services and Operational Efficiency

OCS has modernised Eurotunnel's vending operations by bringing services in-house, driving strong financial returns and improving operational efficiency. The new vending model has optimised service delivery and boosted revenue streams. Service user numbers have exceeded 200 per canteen, reflecting the rising demand and satisfaction with the catering services.

## Driving Innovation with Smart Technology and Pre-Ordering App

OCS has implemented a smart fridge equipped with card readers and weight-recognition technology, offering a seamless and convenient vending experience. To further streamline efficiency and minimise delays, OCS has proposed a pre-order app that will allow colleagues to order meals in advance, pay digitally, and collect their orders on time. With services available seven days a week, this innovation will benefit the diverse workforce, including office workers, engineers, and the French Police stationed at

Eurotunnel, ensuring all teams have access to fresh, high-quality meals throughout the week.

#### Elevating Menu Quality and Promoting Healthy Food Choices

A focus on menu improvements and quality enhancements has led to higher customer satisfaction and increased sales by 45%. The launch of various themed concepts as well as promoting nutritious and balanced diets, has been exceptionally well received by Eurotunnel colleagues, contributing to healthier food choices while providing better value for money and larger portion sizes. Chris Ince, Chef Director – Catering, OCS UK & Ireland, has played a pivotal role in supporting the contract. His recent Ruby Railway “Pop-Up” with the Eurotunnel team centred on enhancing service delivery, presentation and aligning with Eurotunnel’s expectations.

#### Investing in Local Talent, Upskilling and Supporting Sustainability Goals

OCS is committed to recruiting locally and upskilling its workforce through apprenticeships and training programs, ensuring that Eurotunnel benefits from a highly trained and motivated workforce. OCS has also collaborated with the Eurotunnel’s ESG team to introduce carbon-conscious menus as part of the Big Carbon Kick Out initiative. This initiative aligns with Eurotunnel’s broader sustainability goals by reducing the environmental impact of catering operations. Through partnerships with social enterprises, OCS and Eurotunnel support local communities via job creation, investment in local suppliers, and minimising food waste by redistributing surplus food to the community.

“We are pleased to continue our partnership with Eurotunnel, delivering innovative catering and vending solutions that meet the evolving needs of their workforce. Our focus on sustainability, operational efficiency, and quality ensures that we provide exceptional value while supporting the local community,” said Giles Davies, Operations Manager – Catering, OCS UK & Ireland.

“OCS has consistently demonstrated its ability to deliver high-quality services while aligning with our sustainability goals. Their commitment to innovation and satisfaction will continue to enhance our catering and vending operations over the next seven years,” said a Eurotunnel representative.