

OCS and Merlin Entertainments agree five-year integrated FM partnership across UK attractions

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OCS has been appointed by Merlin Entertainments to deliver integrated facilities management services across 12 UK attractions, marking a shift towards a single, coordinated FM model designed to support guest experience in complex, high-footfall environments.

The five-year partnership, which is now live, introduces integrated FM across Merlin's UK estate for the first time. Services include building maintenance, cleaning, security, waste management, landscaping and pest control, bringing together multiple disciplines under one operating model to support attraction operations.

Merlin colleagues working in these service areas transferred to OCS on 1 December 2025, with a further group of independent contractors expected to move into the new model from 1 April 2026.

The scope of the contract covers some of the UK's most visited attractions, including Alton Towers Resort, LEGOLAND® Windsor Resort, Chessington World of Adventures Resort, Thorpe Park, Warwick Castle, two SEA LIFE attractions, the London Eye, Madame Tussauds, Shrek's Adventure! and The London Dungeon. Together, the sites welcome millions of visitors each year, placing significant emphasis on safe, reliable and sustainable facilities operations.

Mike Vallis, Merlin's SVP Managing Director for the UK, said: "Our priority is creating unforgettable experiences for those visiting our attractions. Partnering with OCS – with their proven expertise in guest-focused environments like ours – allows us to simplify operations, drive consistency and ensure our facilities at these sites are safe, clean and maintained to the highest standards."

“Those colleagues who are now part of OCS will continue to work alongside Merlin’s in-house teams, who will remain focused on delivering magical days out and immersive short breaks for families at these attractions. This close collaboration will be particularly important for those working in our technical services and engineering teams, who will see their expertise in areas such as ride maintenance being complemented by the input provided by colleagues working under OCS’s leadership.”

The partnership is designed to strengthen behind-the-scenes operations, allowing Merlin teams to focus on guest experience. By combining OCS’s experience in complex venues with technology-led service delivery, the collaboration aims to deliver consistency across sites while remaining responsive to local operational needs.

The contract also marks the start of a longer-term transformation programme. OCS will introduce its OCS LIVE platform, providing real-time reporting and performance dashboards, alongside a lifecycle asset management approach aligned with ISO 55001 standards. Technologies including cobotics, drones and proactive energy management systems will be deployed to support efficiency, sustainability and data-led decision-making.

Once fully mobilised, OCS will self-deliver FM services across all 12 attractions. Hard services will sit at the centre of the delivery model, with the aim of optimising asset performance, reducing downtime and protecting uninterrupted guest experiences.

Bruce McDonnell, Managing Director, Private Sector FM – OCS UK, said: “We’re immensely proud to partner with Merlin Entertainments. This is a first-of-its-kind contract in the UK attractions sector, combining scale, innovation and a shared dedication to people and experiences. We understand these destinations are incredibly important to the families and guests who enjoy them. Our role is to quietly work behind the scenes to ensure they operate smoothly, safely and sustainably.”

Environmental performance forms a core part of the agreement. OCS will support Merlin’s targets to achieve carbon neutrality by 2030, complete the transition to full LED lighting by 2027 and maintain a zero-waste-to-landfill approach. All new utility vehicles introduced under the contract will be electric, supported by shared water efficiency and energy reduction targets monitored throughout the partnership.

Social value is also a key focus. Using the TOMS framework, the partnership is expected to deliver more than £1 million in proxy social value each year, exceeding £5 million over the full contract term. This includes apprenticeships, local employment opportunities and clear development pathways for colleagues across the attractions. OCS colleagues will also have access to wellbeing support, including financial wellbeing tools, 24/7 mental health and GP services, and a rewards platform offering everyday savings.

Jonny Young, Sector Managing Director, Venues & Workplaces – OCS UK, said: “This is a groundbreaking contract in the attractions sector and a real milestone for OCS. It reflects our proven expertise in venues and destinations and reinforces our position as an industry leader in high-footfall environments. Our adaptability, cultural fit and commitment to self-delivery made us the right partner for Merlin. Hard services are at the foundation of this partnership, and we understand what it takes to keep complex environments running safely, efficiently and without interruption. Together, we are delivering much more than facilities management. We are helping Merlin create magical moments for millions of guests every year.”