

OCS Strengthens Long-term Security Partnership with Tesco Across Scotland and Northern Ireland

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OCS has secured a significant new security partnership with Tesco, supporting approximately 300 stores across Scotland and Northern Ireland. The contract strengthens a relationship built on 19 years of collaboration between both organisations.

The partnership brings around 300 security officers into OCS through a structured TUPE process. Colleagues will provide visible reassurance in stores, adopt a customer-service-focused approach to safety, and coordinate mobile patrols across a broad and diverse retail estate.

The model is built around resilience, consistency, and people-centred service, ensuring colleagues and customers across each location feel supported and secure. Tesco selected OCS based on the strength of its scalable delivery model, its experience in managing large multi-site operations, and its commitment to community-based crime prevention.

The service aims to deliver clear outcomes: safeguarding people, enhancing store experience, and fostering constructive relationships with local authorities where crime and anti-social behaviour present challenges. To support this, OCS will implement a dedicated estate ambassador model.

These roles will connect individual stores with local networks, supporting community intelligence and helping tailor activities to local needs. They will also work closely with the OCS social value team to coordinate programmes that make a tangible difference across local communities.

OCS has put into action a tailored welcome journey with enhanced benefits, role-specific induction, and

training in customer-service-led guarding, incident response, and vulnerability awareness. Modern uniforms, designed for comfort and safety, will support colleagues during long shifts, giving them confidence to care for customers and respond effectively when needed.

Technology will be employed in a measured and practical manner. Data-driven scheduling guarantees the right presence at the appropriate time, especially for mobile teams operating across extensive regions. Incident management tools will offer improved visibility of trends and facilitate engagement with local authorities.

Technology is utilised as a facilitator for colleagues, not a catalyst, supporting people to deliver the best service. Social value is a key aspect of OCS's approach. Programmes include People into Work, local recruitment, volunteering, soup kitchens, and school and youth engagement. The community-focused roles will help coordinate activities and strengthen links between stores, local groups, and authorities.

These initiatives demonstrate OCS's dedication to improving lives and supporting communities through everyday service. OCS will also continue to engage with local communities through participation in Business Improvement Districts, Business Crime Reduction Partnerships, charities and voluntary organisations. These relationships support broader efforts to address concerns around theft, organised crime, anti-social behaviour, and homelessness. The goal is to help create safer, more inclusive environments for colleagues, customers, and local residents.

The partnership encompasses clear sustainability measures. These include alternative mobile solutions that reduce vehicle use, carbon-impact assessments, and tree-planting commitments through the use of the OCS Live system. Each initiative underscores Tesco's and OCS's shared dedication to responsible, transparent environmental action.

Steven Moore, Managing Director for Security UK at OCS, said: "Tesco is a longstanding and valued partner. This contract reflects the trust built over 19 years and our shared commitment to creating safe, welcoming, and resilient environments. Our colleagues will bring experience, care, and professionalism to every store they support. We look forward to deepening our partnership and helping Tesco, its colleagues, and its communities stay safe."

Brogan Lowe, UK Guarding and External Partnerships Manager at Tesco said: "Safety and service are at the heart of our stores, and OCS has been a reliable partner in helping us deliver this for over 19 years. Their experience, structured approach and dedication to colleagues truly make a difference in our daily operations. We look forward to continuing our partnership for the benefit of our customers and communities."