



Outsourced*Client*Solutions

Your journey *starts* here  
Aviation Services from OCS





## Carrying the flag for aviation services

At OCS we carry the flag for aviation services around the world - looking after aircraft, airports and, above all, passengers by providing a comprehensive range of aviation services on a global scale.

With almost 50 years of aviation experience, OCS combines global expertise with specialist knowledge and world class resources to deliver supply chain solutions across the full spectrum of airside and landside support services.

Our strength is our people and with skilled and experienced staff trained through the OCS Aviation Academy, we're taking standards of service to new heights.

Our innovative approach has helped us to establish customers throughout the world, including all ten of the world's leading airlines and many of the world's leading airports. So wherever you are, and wherever you fly to, **your journey starts here.**

# Creating a cleaner, greener and more enjoyable airport environment

## Services that help your airport *shine*

Our start point is to listen. We establish what is important to you and to your customers and formulate new ways to improve standards, reduce risk and provide genuine value in the services provided.

We recognise that people have a choice in how and where they travel from. Well-maintained, secure public spaces, a clean environment, efficient services and attractive outside areas are all critical factors in creating a positive experience for everyone who spends time at your airport. We also

go the extra mile and take responsibility for entire supply chain management to enable you to be more effective in delivering your services. Flexibility is the key; everything is shaped around your unique location requirements and optimised through Computer Aided Facilities Management technology, reporting valuable information and analysis and delivering a real-time, planned and reactive resource and asset management service. It is these reports which help to maximise efficiency and improve end user experience and satisfaction.

### Total Facilities Management

- Terminal Cleaning
- Washroom services

- CleanSmart™
- Building services
- CAFM
- Energy Management
- HVAC Services
- Staff catering

“

The OCS staff told me exactly what was happening and where we were going. I can't say enough for the treatment I received.

PRM Passenger, Dublin

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## Supporting every passenger's *needs*

OCS is committed to being at the forefront of PRM provision. We continually review and invest in techniques and equipment to provide a leading service globally.

Throughout the world OCS is trusted by airlines and airports to provide services for persons with reduced mobility. Specialist staff are formally trained and assessed to ensure your customers receive a friendly and courteous welcome and feel at ease during their transit through the airport.

Technology and innovation is also used to deliver a more efficient service that's better for passengers and airport operators alike. All wheelchairs are monitored and serviced regularly to ensure that they are maintained in the best possible condition for passengers.

Our resource allocation system receives real time updates on passenger booking information, enabling customer needs to be matched with the right staff and equipment as efficiently as possible.

### PRM Services

- Real-time resource allocation system linked to airport and airline information systems
- Bespoke electronic buggies
- Trained and vetted staff
- Specialist equipment
- VIP transport
- Wheelchair assistance

## Improving the in-flight experience

Efficient turnaround is critical for successful air travel and, with almost 50 years' experience in aircraft secure cleaning and in-flight services, we complete the ground work that helps make every flight a pleasure. As a partner to the world's leading

airlines, we provide a wide range of aircraft support services which not only improve passenger experience but also safeguard and protect your assets. Our expert knowledge has helped to develop specialist cabin cleaning procedures which maintain

the quality and appearance of seating fabrics and interior fittings. We regularly monitor industry trends, enabling services to be adapted to manage energy efficiency and the environmental impact of cleaning and maintenance.

The resource allocation system links directly into flight schedule information, providing the ability to deliver expertise and equipment exactly where and when it is needed. Team leaders are equipped with PDAs, which means that workload can be managed remotely, with constant updates and

analysis. It also provides you with improved real-time management information, including digital dashboard reports on productivity and quality standards. Through continued investment in people and equipment, ever-higher levels of quality and comfort are achieved for passengers.

### In-flight services

- Aviation laundry
- Consumable recycling
- IFE support
- Headset recycling
- Literature replenishment

### Aircraft Cleaning

- Cabin presentation
- Deep cleaning
- Secure cleaning
- Toilet and water servicing



OCS delivers a range of security services in airports *around the world.*

SECURITY

## Securing complete peace of mind

OCS is a leading provider of seamlessly integrated security. Designed to adhere to international transport regulations, our airport security services meet the most demanding standards in the world.

We employ experts, including former UK Department for Transport senior management, to ensure compliance with all international and local security regulations. Our specially trained and carefully vetted

management and staff provide the expertise to deliver the full range of aviation security for all aspects of passenger and aircraft journeys. OCS currently clean and search over 70% of all aircraft leaving Heathrow.

It doesn't stop there. Technology, processes and systems are all regularly reviewed while focus groups are used to gain feedback from operators, airlines and sources to deliver effective security using the most up to date intelligence available.

### Security

- Air cargo security
- Aircraft search
- Aircraft guarding
- Apron/perimeter security
- Cabin baggage screening
- Hold baggage screening
- Immigration control
- Liquid compliance
- Monitoring systems
- Passenger profiling
- Passenger/staff screening
- Passport control
- Queue management
- Smoking monitoring
- X-ray screening of airport and aircraft supplies



With strong family values at the *heart* of our business, investment in the future is fundamental to us.

## Helping to create a more *sustainable* industry.

The future of air travel depends on developing less harmful, more energy-efficient and sustainable operations, both on the ground and in the air.

As a privately owned company, with family values and roots stretching back over a century, care for customers and the environment is at the heart of who we are and what we do. That's why delivering greener outcomes is part and parcel of the services OCS provides to aviation.

Often working with the entire supply chain, the world's most environmentally-friendly cleaning materials, equipment and processes are used to contribute an ethical solution to your operation. OCS introduced the revolutionary water-based cleaning sponge to eradicate chemical use, and the use of Numatic vacuum cleaners and recycled materials in production and packaging contributes to a reduced carbon footprint through improved energy

efficiency. On board products including headrest and cushion covers are 100% recycled and state-of-the-art laundry services preserve precious resources through heat recovery and water re-use systems. At airports as far apart as Auckland in New Zealand and Gatwick in the UK, our innovations are already making a real contribution towards a cleaner world.

### Sustainability

- Chemical free cleaning
- Biodegradable germicide
- CleanSmart™
- Electric and Low emission vehicles
- Energy efficient equipment
- Energy management
- Local sourcing
- Reduced stock movements
- Water management

At London's Gatwick airport, our focus on multi-skilled staff training, combined with integrated delivery of aircraft cleaning, PRM and terminal cleaning provides cost-effective and efficient services.

In monitoring trends within aviation we have seen a move towards greater responsibility and we are leading the field by delivering a series of measures, including investment in electric and low emission vehicles, to improve air quality and energy efficiency inside and outside the terminal. Our lean engineering CleanSmart™ approach is specifically designed for optimum cleaning efficiency, reduced waste and the use of chemical-free cleaning products. This helps to minimise harmful impacts on the environment as well as making significant inroads into stock delivery miles.

The highest standards are also achieved for hygiene, quality and environmental responsibility, and the exclusive use of Activap™, in feminine hygiene units, protects women by eradicating 99.999% of potentially harmful bacteria whilst using 100% naturally biodegradable contents.

You also benefit from reduction in the use of paper, polyliners and other consumables by conserving water through effective hygiene systems and the introduction of more efficient cleaning equipment.

**This is just the beginning of the environmental journey and we are committed to supporting an economically and environmentally sustainable aviation industry.**

## First impressions count.

For many passengers, the car park is the first and last experience of the airport, so our complete package of car park services, from efficient parking management to automatic number plate recognition for customer-friendly entry and exit, are vital services for many airports.

Well-maintained perimeters and building exteriors reinforce an impression of a safe and efficient airport, so our airside and landside grounds maintenance services, including pest control, arboriculture and grass cutting, help keep the terminal environment pristine.

The unique CleanSmart™ system delivers more efficient, better value and quality cleaning through trained and motivated people using the most advanced equipment and lean engineering techniques, maintaining a clean and safe environment for your passengers and staff.

### Grounds maintenance

- Grass cutting
- Horticulture
- Arboriculture
- Pest control

### Terminal Cleaning

- CleanSmart™
- Deep cleaning
- General cleaning
- Specialist cleaning
- Washroom hygiene
- Window cleaning

### Car park management

- Cash collection
- Cleanng
- Maintenance
- Entry/exit control
- Security and patrols
- Space allocation
- Ticketing machines



We are committed to providing *sustainable solutions* which improve service whilst reducing time and cost.



## Smoothing the *customer journey*.

From Changi to Dublin, OCS provides expert services that help passengers enjoy a smoother journey through the airport.

We recognise that the quality of service and facilities have a major bearing on passenger satisfaction. We therefore ensure that OCS staff are provided with the best possible training in their specific roles and in dealing with customers.

That's why we developed Airport Assist. Whether it's left or lost luggage, trolley management or information services, it's our job to help everyone to access the services they need. Airport Assist brings together a number of services to take a passenger's airport experience to a higher level. From a friendly welcome on arrival, to having your bag carried, breezing through the queues and enjoying exclusive lounge areas, your passengers are taken care of, leaving them free to relax.

In serviced executive lounges, specially trained staff help create an oasis of calm and relaxation, with the ultimate levels of discretion and customer service. But wherever we operate in the airport, there is a first class service for all.

### Passenger Services

- Airport Assist
- Information desks
- Lost luggage
- Porterage
- Trolley management
- VIP services

### Managed Services

- Lounge management
- Restaurant management

## Enabling services to run more *efficiently*.

OCS has invested in a range of the very latest specialist airside vehicles. Operating both efficiently and responsibly, we ensure that passengers, luggage and flight consumables are all on board in the right place at the right time, ready for take off.

One of our recent specialist innovations is the development of a vehicle which features integrated aircraft steps and staff transportation, dramatically reducing operational complexity, turnaround times and the overall cost of operation.

### Specialist transport

- Low carbon emission vehicles
- Luggage transfer
- Passenger buses
- Scissor lifts
- Low carbon emission vehicles
- Luggage transfer

## OCS – providing *quality* aviation services throughout the world

OCS is the right partner to help us achieve best value, whilst driving safety, quality and punctuality.

Senior Airline Manager, UK





## Global *expertise*, delivered locally.

OCS has been a leader in the aviation services industry for almost 50 years, and we invest heavily in our people. The OCS Aviation Academy at London's Heathrow Airport ensures we have the right staff with the ambition and vision to provide best-in-class services for airlines and airports around the

world. Our global aviation senior management team are mobile and oversee all new aviation contracts, ensuring the latest best practice techniques are employed. OCS starts by listening to what is important to you so that you will benefit from the most appropriate service delivery method designed to meet your needs.

### International training

- Consultancy services
- Bespoke training programmes

We aim for long term working relationships which really make a difference to service delivery, to efficiency, to cost control and, above all, to *customer satisfaction*.

International facilities services, an *integrated approach* and smart thinking from OCS help your business *fly*.





Outsourced*Client*Solutions

To find out more about aviation services from OCS, please visit:  
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