Our year

Turnover

£961 million

UK .................................. £543 million
Asia-Pacific .................... £378 million
Rest of the world ........... £40 million

Headcount

86,000

UK .................................. 22,000
Asia-Pacific .................... 62,000
Rest of the world ........... 2,000

OCS delivers a comprehensive range of facilities services around the world, including security, cleaning, passenger assistance and aviation support services, catering, front of house and support services, and mechanical and electrical services. Internationally, we work closely with our clients to ensure that our services match their specific business needs and objectives. In Thailand, Cambodia and Bangladesh we deliver these services under the PCS brand and in Malaysia under PWB Services.

Landmark creates professional workspaces for people who want to work in new ways, but who still need a business-class experience. We offer stunning communal spaces and inspiring design, alongside smartly presented, professional teams.
The end of 2018 saw OCS reach an inflection point. We reached the end of what has been a demanding but successful turnaround for our business over the past three years.

In the year, there was on an underlying basis revenue growth of four per cent, a return to making a profit before tax, and a small but positive free cash flow before investing for growth. Significantly, our business is debt free and we have choices of where to invest for the future. We continued to divest of businesses where we lacked scale or the resources to be able to deliver value for our shareholders. With the business stabilised, we can now move the focus of our strategy to sustainable, profitable growth.

In the last 12 months, our UK business continued to improve its underlying profitability. This turnaround is all the more significant because it is being achieved in a challenging market environment where Carillion went into receivership, Interserve was in significant financial difficulty and Mitie managed its own restructuring programme to improve profitability.
In 2018, we consolidated our structure, reflecting the two brands within the Group, OCS in facilities services and Landmark in serviced offices.

The UK, Ireland and Middle East OCS facilities services business now operates as one region. Our UK team deserves full recognition for what it has achieved, with more than £100m of new business won during the year and greater stability in the workforce. The year also saw the successful mobilisation of the very significant UK Ministry of Justice and Home Office contract. Technology played a key role in this success, enabling OCS to deliver an IT solution faster than any of our competitors. This demonstrates the increasingly important role technology is playing in our business. At the same time, information security is critical and we were proud to receive the Cyber Essentials Plus certification.

There was also good news in Ireland with the retention of contracts at Dublin Airport and with Ervia, the gas and water utility company, and in the Middle East, where we secured significant contract wins, most notably in healthcare in the UAE.

In our Asia Pacific region, PCS Thailand delivered a strong performance, showing underlying business growth and profitability improvement, while embedding a sector structure in the business aligned with the way we go to market in the UK.

In India, 2018 was the first full year of us going to market as one business as OCS India. It was a year in which we strengthened our leadership team and achieved strong revenue growth in what is an attractive and priority market.

Our New Zealand business also had a strong year in terms of revenue growth and profit improvement, despite a significant increase in employment costs driven by legislative changes. Australia completed its restructuring plan in the second half of the year, now benefitting from a shared service centre in Auckland, New Zealand. It now has a solid and lower cost platform for growth and a return to profit in 2019. Our Midcity insurance building recovery and repair business continued to improve its operational delivery and delivered a good improvement in profitability over the prior year.

As a Group, we continued to invest in building core-sector expertise through recruitment and in establishing our first Centre of Excellence in the Healthcare sector. We intend to leverage our best practices across the group and bring our expertise into the markets where we see opportunity for rapid growth in this sector.

Landmark, our UK serviced flexible office business had another successful year as the sector and demand for serviced, flexible office space in the UK continued to grow. This business now represents a third of the profit base for the Group. Our customer service levels are at their highest ever, which is supporting higher customer retention, and there are exciting opportunities for further growth as we open more centres in 2019.

I am proud of the achievements of the management team across our business, and what they have achieved in turning around the fortunes of the business over the last three years, creating a solid platform for future profitable growth. We are incredibly proud, too, of our 86,000 colleagues around the world, as all of this has been achieved thanks to the great service they provide to our customers day in, day out! That’s why our colleague training and recognition schemes, which you see in this Annual Review, are so important to us, and why we will continue to invest in and develop them in 2019.

At the end of the year, we finalised our three-year strategy for 2019-2021, confirming the intent to build strong value propositions for our key markets and, more importantly, the sectors within those markets where we believe we can grow and win into the future.

With confidence levels rising, we are now ready to launch our new OCS Values and to invest confidently in growing our business, reaping the rewards of the challenging and hard work undertaken by all our colleagues over the last three years.
As Peter makes clear in his review, 2018 marked a turning point for OCS. We have concluded our disposals as planned, addressed some complex contract issues and returned the company to profitability. We have achieved positive operating cash flow and reduced our debt. In particular, our Landmark and Thailand businesses saw excellent returns. We are now in a strong position to make strategic choices for the future. We will be focusing on our chosen sectors in our preferred markets and are looking forward to a year of growth.

The end of 2018 also marked my first full year on the board of OCS. I was asked by the board to become the Chairman in September 2018 following the resignation of former Chairman, Peter Rogers. Peter stepped down to concentrate on his other directorships, and we thank him for his service to OCS. We now also have a new independent non-executive director, John Coghlan, who joined the board in January 2019. He has a wide experience of international businesses, particularly in the service sector. We welcome him to the board.

In agreeing to become Chairman on an interim basis until the end of 2019, I set two priorities with the board for the early part of my Chairmanship. The first was to meet as many shareholders as possible. To this end, I held multiple meetings in the autumn with shareholders representing each of the family groups. I am delighted with the support that they demonstrated for our management team.

My second priority was to sponsor a project to focus on the retention of front-line staff across OCS. A great deal of progress has been made in the UK but retention, often linked to low wages, remains a group priority in many parts of our business, particularly Thailand and India.

Finally, I would like to thank the Executive Leadership Team for the extraordinary progress they have made during these three years of turnaround. Together with the management teams across the OCS world, working with front-line colleagues, OCS is in a good position to face the current turbulent commercial environment. My thanks to all of them.
Among the many essential services OCS provides, we look after some of London’s most well-known parks. A team of 20 OCS colleagues maintain Hyde Park, Kensington Gardens, St James’s Park, Green Park and more, keeping them in tip-top condition for the 77 million people who visit them every year.
Our international business

From getting passengers to their flights on time at the world’s busiest airports, to keeping lights on in offices large and small, we provide the essential services that keep businesses and societies running day in, day out.
Enabling our healthcare customers to deliver clinical excellence internationally

IN AN EVER-GROWING HEALTHCARE MARKET, WE ARE LEVERAGING OUR EXPERTISE AS ONE OF THE LEADING PROVIDERS OF SUPPORT SERVICES IN THE SECTOR, AND NOW, WITH THE SUPPORT OF OUR HEALTHCARE CENTRE OF EXCELLENCE (SEE PAGE 19), WE CAN LOOK FORWARD TO FURTHER SUCCESSES AND BEST PRACTICE KNOWLEDGE SHARING.

Building on our success at Sheikh Shakhbout Medical City, Abu Dhabi, 2018 saw OCS Emirates awarded a five-year contract at the newly built King’s College Hospital, Dubai. The business provides a total facilities management service to the 100-bedroom hotel-style hospital, which cares for 20,000 outpatients and 10,000 inpatients each year.

Hard services form an integral part of our integrated facilities management service delivery in the Middle East. We have developed a patient experience service model, supported by state-of-the-art systems. These enable our site management teams to monitor performance continually, and address any issues quickly, so that our customers can deliver clinical excellence in a reliable and safe environment.

As a showcase for OCS Emirates’ bespoke facilities management solutions, the hospital is a key customer for the Middle East, enabling the business to build its profile and reputation. From this reputation and relationship, the OCS Emirates team is proud to have been invited to be part of the development team for the next King’s hospital project in Saudi Arabia.
Peter Tierney, Operations Director, MOJ, said:

“It’s a diverse portfolio. The fact that we mobilised in such a short period of time, and so successfully, has given our customer confidence in our delivery and we go from strength to strength.”

The four phases of contract start-up were managed from a central project management office over a nine-week period. Ensuring the customer’s business continued to function seamlessly, while mobilising services to 450 buildings, encompassing new colleagues from 11 incumbent organisations and seven of our customers’ customers, was no mean feat.
As part of the contract, OCS developed a new integration platform to connect to the MoJ’s CAFM (computer-aided facilities management) system, adopting a collaborative approach with the customer to enable us to deliver to a tight deadline.

This cutting-edge technology enables real-time automated data transfer between disparate systems through an enterprise cloud messaging service, improving reporting and scheduling. Developed in just 12 weeks, the application led to OCS being nominated in the Innovation in Technology category at the i-FM Technology in FM awards. The technology is now delivering a number of benefits across the contract and opening up new opportunities.
Workspace is changing – and we’re changing too

**OUR LANDMARK BUSINESS IS CAPITALISING ON THE RISE IN DEMAND FOR FLEXIBLE WORKSPACE IN THE UK, WHERE WE ARE LEADING THE WAY WITH OUR ZONING APPROACH AND THE INTRODUCTION OF A NEW CUSTOMER SERVICE MODEL.**

Landmark now has more than one million sq ft of office space in 44 buildings across the UK. With companies choosing our low-risk, flexible workspace model over traditional leases. The way workers use the space is changing too, which led us to develop our new design concept: zoning.

Zoning allows our clients to access multiple types of workspace under one roof, from the traditional office space to social, collaborative, meeting and private zones.

First introduced at our London Victoria business centre, its success can be seen in customer surveys and customer retention rates, which have increased from 75 per cent to more than 80 per cent in the fourth quarter of 2018. This has led Landmark to embark on a major refurbishment programme, due to finish in June 2019, as well as significant expansion plans for the next three years.

With flexible working spaces set to grow by up to 15 per cent annually for the next five years, according to an industry report, Landmark can look ahead with confidence.

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**80% CUSTOMER RETENTION IN Q4 2018**
OCS INDIA WAS THE BIGGEST WINNER AT THE ET NOW (ECONOMIC TIMES) FACILITY MANAGEMENT AWARDS 2018 IN FEBRUARY, TAKING HOME FOUR AWARDS, INCLUDING FACILITY MANAGEMENT SERVICE PROVIDER OF THE YEAR.

The event, which was held in Mumbai and attended by visitors from over 130 countries, recognises best practice, outstanding performance and innovation within the sector.

OCS dominated the proceedings, also taking home awards for Brand of the Year – Facility Management, Excellence in Facility Management – Residential, and Excellence in Facility Management – Commercial. Gilles Mahe, Managing Director CEO, OCS Asia Pacific said:

“These awards underscore our continued commitment to deliver facility management solutions that meet the industry and our customers’ needs.

“We’re proud that our efforts to put our customers at the heart of our business have been recognised in this way.”
Celebrating 50 years in Thailand

PCS CELEBRATED ITS 50TH ANNIVERSARY IN 2018.

Voted the number one FM company in Thailand for the fourth year running, PCS is also the biggest, employing more than 30,000 people. In February 2018, it marked 50 years of business with a celebration at the Marriott Sukhumvit Hotel for OCS colleagues and 130 customers.

Thailand has had a challenging 50 years, with the country seeing its fair share of upheaval. Despite this, PCS has expanded from cleaning and security, into engineering and Healthcare food catering.

Gilles Mahe, CEO, OCS, Asia Pacific, said:

“When PCS was established 50 years ago, the country was at the start of its journey to become what is widely considered today to be Southeast Asia’s second-largest economy.”

“We are proud to have such an established footprint in Thailand. PCS is a major employer in this thriving economy.”
Securing our business against cyber attack

WE TAKE CYBER SECURITY – AND CUSTOMER DATA – VERY SERIOUSLY AND, THIS YEAR, OCS WAS ACCREDITED WITH CYBER ESSENTIALS PLUS CERTIFICATION.

The UK Government-backed, industry-supported scheme helps protect companies against common cyber attacks by identifying measures to secure their organisation. By investing in the highest level of certification available, OCS has gone one step further than the Cyber Essentials industry standard, meaning our cyber security measures have been rigorously tested and verified by independent experts.

The certification ensures our systems are less vulnerable to attack and provides reassurance for our existing customers and those considering working with us.

Richard Baylie, Group CIO, said:

“Our 20,000 customers worldwide rely on us not only for the essential day-to-day services that we provide, but also to keep their data safe.

“We take that responsibility seriously and Cyber Essentials Plus certification gives our customers – both present and future – that reassurance.”
OCS Ireland celebrates two millionth passenger

MILLIONS OF PASSENGERS WITH DISABILITIES WORLDWIDE RELY ON OUR PRM (PASSENGERS WITH REDUCED MOBILITY) SERVICES AT AIRPORTS.

At Cork and Dublin airports in Ireland, two million customers have used the service since OCS took on the contract in 2008. The milestone was reached in April 2018 when Teresa Murphy from Cork was assisted on her return home from the Philippines. She was greeted by Niall MacCarthy, Managing Director of Cork Airport; Bob Taylor, CEO, UK, Ireland and Middle East; OCS Ireland’s Managing Director Aine Mulcahy; and Barry Gregg, OCS Airport Services Manager.

Niall said:

“Providing the best possible service to passengers with disabilities and reduced mobility is of the utmost importance for Cork Airport.

“We are delighted to see OCS celebrate such an important milestone in Cork. We will continue to work with OCS as they strive to ensure a stress-free experience for those with reduced mobility travelling through our airport.”

Aine added:

“This achievement demonstrates how air travel is fully accessible to all passengers with disabilities and reduced mobility with OCS.”
WITH MORE THAN 86,000 COLLEAGUES AROUND THE WORLD, OCS OFFERS A WIDE RANGE OF EMPLOYMENT OPPORTUNITIES – AND WE HAVE BEEN RECOGNISED FOR OUR INCLUSIVE RECRUITMENT PRACTICES.

In Thailand, PCS received an award from the Ministry of Social Development and Human Security in recognition of the high number of colleagues employed who are elderly or disabled. Only 10 companies in the country hold this honour.

And in New Zealand, OCS has received an Above and Beyond Employer Award for the second year running after helping to find work for people with disabilities.

The award was presented by Workbridge – a specialist employment service that gives employers access to a wide talent pool of people with a disability, injury or illness.

OCS has been a partner of Workbridge since 2014 and, in the last three years, has placed 34 people into roles ranging from contract and site supervisors to security guards and cleaners. Among them is Warren Herbert (pictured), who has worked as a cleaner at OCS for two years.

Warren said:

“Having a disability shouldn’t be an obstacle to getting a job, but unfortunately many companies see a disability as a liability, rather than an opportunity. I encourage more companies to follow the example OCS has set.”
Aviation launches intelligent technology

OCS IS LEADING THE USE OF BEACON TECHNOLOGY FOR PRM (PASSENGERS WITH REDUCED MOBILITY) SERVICES IN THE UK WITH THE LAUNCH OF AVTECH — CONNECT.

The technology is now being deployed at Glasgow Airport and will be rolled out to other UK airports following successful implementations in Ireland.

Used at 55 airports worldwide, the software enables OCS to track and report the quality of our PRM service, and support a process of continued improvement, optimisation and real-time data tracking.

AvTech – Connect collects data from transmitters installed around an airport to trace passengers, giving an accurate view of where they are on their journey. It uses flight information, passenger booking details and real-time tracking of colleagues to schedule jobs automatically, reducing the risk of human error.

Operational colleagues are issued with smartphones, enabling them to self-assign work on the go and, vitally, communicate with passengers whose first language is not English.

Derek Murphy, Head of Aviation in Ireland, said:

“We continue to raise standards in PRM to give our customers the best-possible experience. This unique technology enables us to offer an enhanced service, ensuring we are there to greet our customers and escort them to their destination safely.”

1,000,000

PASSENGERS ASSISTED AT AIRPORTS IN THE UK AND IRELAND EACH YEAR
DURING 2018, OUR HEALTHCARE CENTRE OF EXCELLENCE LAID THE FOUNDATIONS FOR A CONNECTED HEALTHCARE BUSINESS, AND IN NOVEMBER, OUR INTERNATIONAL HEALTHCARE EXPERTS GATHERED IN DUBAI FOR OUR FIRST HEALTHCARE SUMMIT.

With ageing and growing populations putting pressure on public and private healthcare organisations, the Centre of Excellence’s strategy aims to leverage our expertise in everything from aged care in Australia and New Zealand, to clinical engineering in the Middle East. It will drive best practice through our healthcare country leaders, who are now better connected and better informed to help our healthcare customers deliver uninterrupted clinical excellence and an enhanced patient experience.

Paul Morton, Director, Healthcare Centre of Excellence, said:

“By the end of 2018, we achieved an international connected team of 16,000 colleagues. We have a defined healthcare strategy to drive the business forward, and we have created a unique identity for OCS Healthcare that reflects our customers’ need for care, empathy and compassion.

“Our focus for 2019 is defining how we deliver the services that will drive differentiation and increase competitiveness.”
OCS is a people business. From our operatives on the front line to our industry experts, our colleagues are essential to our success. We are proud to celebrate our colleagues and the contribution they make to OCS.
2018 saw the launch of two new recognition schemes.

Our Landmark business launched a peer-to-peer recognition scheme with its new intranet platform in July 2018. It has been embraced by Landmark’s 200 colleagues, with 5,500 nominations received, including 113 for Client Relationship Manager Zoe Warren.

John Spencer, CEO, Landmark, said:

“I have been delighted with the engagement of our Landmark colleagues in this initiative. Since launching this scheme in 2018 the team has really embraced our Values. They recognise the importance of these positive behaviours in delivering excellent service to our customers and each other.”

In the UK OCS business, we launched OCS Stars. From our Instant Stars to our monthly winners, these awards recognise the individual colleagues and teams who make an important contribution to our business, placing our core values at the heart of their day-to-day roles.

From its launch in May to 1 January 2019, there were 1,171 nominations to the monthly awards and 290 winners, as well as 1,111 Instant Stars. Among them are two-time £100 award-winner Craig Stephen, who was nominated three times in December after attending to two victims of stabbings and reuniting a lost child with his family.

Justine Vaughan, UK Operational HR Director, said:

“We value dedication and commitment to OCS and our customers. We have some truly outstanding people in our business and it makes me proud to be part of an organisation with such amazing people.”
OCS India rewards colleagues with certificates, birthday celebrations and team-building activities and our commitment to our employees was affirmed when OCS India was recognised as the Best Employer in Facilities Management at this year’s Madhya Pradesh Facilities Management Leadership Awards.

Javed Qureshi, Chief Human Resources Officer, OCS India, said:

“We strive to build an inclusive and transparent working environment that fosters a positive work culture, a healthy active lifestyle and collaborative teams. This award affirms our commitment to and recognition of our colleagues, and what they do day in, day out”
In October 2018, we supported Thank Your Cleaner Day. OCS Group CEO Peter Slator recorded a message of thanks to colleagues around the world, while in Australia, National Account Manager, Lisa Hayden and Client Services Manager, John Georgas hit the road to say thank you to as many of the country’s 1,000 cleaners as possible.

The Kärcher-sponsored initiative, which has been running in Australia and New Zealand since 2014, was celebrated by OCS UK for the first time last year. Working in partnership with customers such as NHS trusts and British Airways, we took the opportunity to recognise our cleaning colleagues who have gone above and beyond.
FROM FISHING DENTURES OUT OF THE TRASH TO SAVING LIVES, OUR COLLEAGUES ON THE FRONT LINE MAKE A DIFFERENCE, EVERY DAY.

Our security guards are often the first at the scene of an incident, taking control of the situation, alerting the authorities, administering first aid and even putting their own safety at risk to protect members of the public.

Carl Simpson, a security guard in the UK, is one such everyday hero. In 2018, he made newspaper headlines when he saved the life of a three-year-old, who was choking on a piece of food.

Four thousand miles away in India, fellow colleague Pravin Kor’s actions also ensured a full recovery for a customer’s member of staff. Pravin administered CPR after discovering the person unconscious and his efforts were recognised by CEO Peter Slator during his visit to India last year.

And in Thailand, Somsak Matsalee was named Best Security Guard at Asia Pacific Security Association’s 3rd Thailand Security Awards after he returned £3,500 to its owner.

Even supposedly small acts can have a big impact on our customers’ lives. Caroline Hita, a custodian supervisor at a shopping centre food court in New Zealand, stopped what she was doing to help a disabled man who was struggling to eat his lunch.

Caroline went above and beyond her duties – as did New Zealand’s Mary Moate, when she spent six hours of her own time replanting the flowerbeds at a customer site.

And then there are our colleagues whose work often goes unnoticed – like New Zealand’s Rose Mauriohooho (pictured), who has been cleaning up after prisoners for 18 years, and New Zealand Food Court Manager Ann Manaia, who went through the trash to reunite a customer with his dentures.

These are just some of our people doing extraordinary things, every day.
Our people, recognised for their expertise

AS INDUSTRY LEADERS, OUR EXPERTISE IS VALUED BY PROFESSIONAL BODIES SUCH AS THE BRITISH INSTITUTE OF CLEANING SCIENCE (BICSc), WHICH APPOINTED OCS UK’S HEAD OF CLEANING, YVONNE TAYLOR, TO ITS COUNCIL IN 2018.

With a mission is to raise professional standards, BICSc is the largest independent, professional and educational body within the cleaning industry, with over 30,000 individual and corporate members. As a corporative representative, Yvonne is responsible for BICSc policies, alongside her fellow council members.

Yvonne started her career as a pot washer over 23 years ago and has worked across the facilities management industry in a range of environments, from food manufacturing facilities to nuclear power stations. A passionate advocate of industry best practice, she said:

“I firmly believe in the profession and all it has to offer as a long-term career choice.”

2018 also saw Gareth Marriott, Managing Director Australia & New Zealand, become a non-executive director of BARNZ, the Board of Airline Representatives of New Zealand.

Gareth said:

“This is the first time an OCS representative has sat on this key industry board. It provides a great opportunity to increase our knowledge of, and networks within, the aviation sector and other organisations with which BARNZ deals, including Government, regulators, airports, businesses and communities.”

And UK Aviation colleague Michael Connolly is a Government-appointed sector champion for disabled issues in air transport. Last year, in recognition of his ongoing work helping charities to improve airports for disabled people, the Regional Training and Standards Manager was presented with a Lifetime Achievement accolade at the Sparkle Sheffield Awards.
WE CARE ABOUT THE SAFETY OF OUR COLLEAGUES AND CUSTOMERS AND WE CONTINUOUSLY WORK TO SUSTAIN HEALTH AND SAFETY STANDARDS AND AWARENESS ACROSS OUR BUSINESS.

In Australia and New Zealand, OCS ran a competition to mark National SafeWork Month in October. Colleagues were encouraged to send in photos with #myocssafetymoment. OCS New Zealand also continued its work to keep our drivers and other road users safe through EROAD, which is fitted to our fleet of 340 vehicles. The App promotes safe driving habits by providing visibility of driving standards, bringing great behaviour to life and enabling the business to focus continuously on areas for improvement.

In the UK, our standards at customer sites were recognised again by the Royal Society for the Prevention of Accidents (RoSPA). OCS won six golds at the RoSPA Awards 2018, which are recognised internationally. This brings our total number of gold awards received over the past five years to 18.

Ian Goodliffe, OCS Director of HSQE, said:

“Our colleagues at these sites should be extremely proud of their commitment and dedication to create and maintain safe and healthy working environments. This external recognition is a fantastic achievement.”
Across the world, OCS is raising awareness of health and safety by encouraging all colleagues to speak up.

For example, OCS India produced a video featuring front-line colleagues communicating the message that safety is everyone’s responsibility and each and every one of us has the power – and a duty – to say ‘no’ to unsafe conditions and to report all incidents.

We continue to see colleagues taking initiative for the safety of others, often going above and beyond their duty. In the UK, Cleaning Supervisor Alison Humpage won an OCS Award last year in recognition of her determination to make her work environment safe for her team members and service users. The doctor’s surgery where she works has seen an increase in drug paraphernalia being discarded at the site. In addition to making sure every incident is reported through the proper channels, Alison checks the toilets personally prior to each clean, conducting a thorough search of the cisterns, bins and even baby changing rooms to ensure her colleagues aren’t put in danger.

And in Thailand, Security Guard Ahama Saha found himself the subject of media interest after taking it on himself to escort elderly and vulnerable people across the road safely.

Alison Humpage
Our values are at the heart of what we do. We care about the communities in which we work, from the wellbeing of our colleagues and customers, to our impact on the environment, and we are committed to doing the right thing.
Helping our communities around the world

OUR FRONT-LINE COLLEAGUES INTERACT WITH MEMBERS OF THE PUBLIC EVERY DAY AT SHOPPING CENTRES, HOSPITALS, AIRPORTS AND OTHER LOCATIONS. WE ARE PART OF THE COMMUNITY IN WHICH WE WORK AND WE MAKE A POSITIVE CONTRIBUTION THROUGH OUR CORPORATE SOCIAL RESPONSIBILITY WORK.

In January, our colleagues in India took part in a country-wide clean up drive as part of Republic Day. Known as Swachh Bharat Abhiyan, the government-run campaign aims to clean up the streets, roads and infrastructure of India’s cities, towns and countryside.

On the day, our colleagues dressed in the colours of the national flag and took to the streets with brooms, dustpans and banners, chanting ‘Bharat Mata Ki Jai’ (long live Mother India) and ‘Three cheers for OCS!’.

In the UK, we help aspiring athletes with our Young Sportsperson Awards. The scheme came of age in 2018 when weightlifter Ellie Pryor was named Young Sportsperson of the Year at our 21st awards ceremony. For the first time, our winners were assigned mentors from the business to support and advise them throughout the year. They join a YSP alumni of more than 200 young athletes, 27 of whom have gone on to win Olympic, Paralympic and World Championship medals for Team GB.

YOUNG ATHLETES HAVE GONE ON TO WIN OLYMPIC, PARALYMPIC AND WORLD CHAMPIONSHIP MEDALS FOR TEAM GB
In Malaysia, OCS colleagues cleaned and refreshed a mosque ahead of the month of Ramadan to give back to the local community. The extensive cleaning job took nine days to complete. It included washrooms and landscaping; even the carpets imported from Saudi Arabia were washed and dried to restore their appearance.

Our Group Executive Leadership Team also did their bit to support our communities. They trekked 26km through Snowdonia National Park, Wales, in rain, mist and hail to raise more then £12,000 for the OCS Foundation in September. The money will support the foundation’s work tackling social disadvantage in the UK.

OCS New Zealand and Australia are long-time supporters of The Salvation Army. In 2018, OCS volunteers took to the streets for the charity’s Red Shield Appeal and promoted its Foodbank Project, among other initiatives. In Perth, OCS team members man the charity’s soup van once a month.
And we don’t just help those communities in which we physically operate. Our CSR work reaches out to those communities where our colleagues have ties. When a dam collapsed in Laos in July last year, causing major flooding, colleagues in Thailand – many of whom are from Laos – fundraised to provide survival bags for those affected, which were distributed by PCS’s recruitment agency in Laos.
Making sustainable changes

200,000

SANDWICH BAGS PER ANNUM REPLACED WITH PLANT-BASED ALTERNATIVES

FROM REPLACING PLASTIC STRAWS AND SANDWICH BAGS WITH MORE SUSTAINABLE OPTIONS, TO WASTE MANAGEMENT TRAINING FOR OUR FRONT-LINE COLLEAGUES, WE ARE COMMITTED TO REDUCING SINGLE-USE PLASTIC IN OUR OPERATIONS.

This year, OCS UK launched its statement of intent and plan of action to limit the impact of our operations on the environment, focusing on single-use plastic and our carbon footprint.

Bob Taylor, CEO for OCS UK, Ireland & Middle East, said:

“Our business touches millions of people every week, and that means we are in a position to make positive changes.”

NO MORE PLASTIC STRAWS IN OCS UK CATERING FACILITIES
“We are committed to implementing sustainable changes, being realistic about what we can do, working with our suppliers and customers to ensure that improvements are made holistically and will have a long-term positive impact on our plastic use.

“OCS is proud to be leading the industry and taking a stand on this important issue.”
Taking action on mental health

FROM STARTING A CONVERSATION ABOUT MENTAL HEALTH IN THE WORKPLACE TO SPOTTING STUDENTS IN DISTRESS, WE CARE ABOUT OUR COLLEAGUES AND CUSTOMERS AND WE WANT THEM TO LEAD HAPPIER AND HEALTHIER LIVES.

2018 saw the launch of our UK Wellbeing calendar, with topics including work-life balance, loneliness and isolation. We also invested in training through Mental Health First Aid (MHFA) England, developing mental health awareness across the business and giving colleagues the skills to offer appropriate support to someone in need.

With record numbers of students disclosing mental health conditions, and self-harming and suicides on the increase, wellbeing is a top priority for our university customers too.

We are responding by changing the nature of the security services we provide and equipping our front-line colleagues with the tools to spot students in distress.

We provide a security solution that not only monitors and protects but also assists with the maintenance of the campus community.
Our security teams play a vital role in ensuring students are aware of their presence, including paying social calls to halls of residence. In most cases, the visit is a courtesy—a friendly face to make sure students are safe and well. However, colleagues are also on hand to provide wellbeing support and first aid, if required. For first-year students, practical advice on locational awareness and the campus environment is a key component of the support offered.

Our security teams are trained to spot students at risk. Key components of our mental health first aid course include developing their ability to understand and recognise factors that can affect mental health and wellbeing; practical skills to spot the triggers and signs of mental health issues; the confidence to step in, reassure and support a person in distress; and the skills to listen to someone’s problems in a non-judgemental way.
From the smallest of beginnings, OCS is now an extended family that reaches around the world.

As our business has constantly evolved and expanded over the last 12 decades, we have remained true to our values and to our people.
In 1912, Fredrick’s oldest son, Gilbert, joins the firm – a family connection that continues unbroken to this day, with fifth-generation relatives now working for the company. The First World War hits our fledging business hard, with Gilbert joining the Army while Frederick, in his 40s, does his bit as a special constable.

Peace sees us growing again, with new recruits including our first female supervisor. Three decades later we will celebrate another first by appointing a female MD. Meanwhile, the 1920s see us establish a pattern for the future, with window cleaners extending their expertise into new areas.

As industrialisation gathers pace, Frederick takes the bold step of diversifying into construction and factory cleaning. He also launches a new company called Office Cleaning Services, which is the origin of our OCS initials today. Taking the lead in emerging markets has shaped our business growth ever since.

Our story begins in the year 1900 with a ladder, a pail and a pushcart. Living in London with a wife, two infants and no job, Frederick Goodliffe faces extreme poverty until he finds work with a large window cleaning company. Within months, Frederick takes the brave decision to set up his own business: The New Century Window & General Cleaning Company.
World war again devastates the family business. And, within two years of its end, the family is mourning their father and grandfather, and the founder of our business. Frederick’s three sons – Gilbert, Tom and George – now take the family business forward as the dramatic growth in office building begins an exciting new era for OCS.

We invest heavily in property-related businesses but we never stop investing in our people. This commitment brings many benefits, not least loyalty and long service. And as we grow, the company asks its most trusted employees to leave their homes in London to set up new OCS sites around Britain.

As mass immigration and automation enable Britain to grow, OCS responds to customers’ changing needs with innovative new services delivered by our people, which remains our approach to this day. From cleaning windows and offices to cleaning laundry and aircraft, this is a decade of rapid OCS expansion in the UK.

When air travel takes off, so do our aviation services. And when the business world worries about rising crime, we launch a new security service. The 1970s is also notable for two major milestones in our history: our investment in Cannon Hygiene and the creation of OCS Group.
Facing uncertainty and disruption, our customers want new business solutions. Once again, we respond. For example, we add to our range of facilities solutions; we now assist more than two million aviation passengers with reduced mobility around the world; and through Landmark we diversify to provide modern, flexible business space. We sell Cannon Hygiene internationally at the end of 2017 following a strategic portfolio review and choices we make on investment priorities for the future.

As privatisation fundamentally changes the UK, we launch services for the public sector – most notably for the National Health Service. Even more significantly, we widen our business horizons: first to Europe and the Middle East, then into Asia. In particular, our highly successful partnership with PCS in Thailand is a game changer.

With the launch of the internet, the world becomes a smaller place. As a result, our customers’ expectations change and we respond with new services. With economies developing rapidly in the southern hemisphere, we invest in new opportunities in India, Australia and New Zealand.

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Our family has grown to more than 86,000 staff, thousands of pensioners and over 150 family shareholders. A lot has changed since 1900, but our purpose remains the same: to care for our colleagues, our local communities and the environment, and to deliver outstanding service for our customers. This is the OCS way.