

Aviation BEST Pillars

125 Years of Facilities Evolution. The Strategic FM Partner for Global Aviation.

From our first aviation contract with **Dan-Air in the 1960s**, OCS has been a trusted partner in the aviation sector for over six decades. Today, we deliver services to over **100 airports across the UK & Ireland, Asia Pacific and the Middle East**, working across terminals, hangars, aprons, airside zones, landside environments, and back-of-house infrastructure.

We have supported the aviation sector through regulatory reform, pandemic response, passenger volume volatility, climate targets, innovating the Hidden Disabilities Sunflower Lanyard scheme and pioneering new technology. As the industry evolves, we remain firmly embedded—ready to support it with data-driven operations, resilient infrastructure, ESG leadership, and exceptional service delivery.

At the heart of our approach are our **BEST Pillars**, an OCS framework that enables us to deliver consistently high standards, maintain regulatory compliance, improve passenger journeys, and drive sustainable operational outcomes.

Best Practices: Built for Regulation, Performance, and Evolution

Airports are some of the most complex, high-pressure environments in the world. They operate 24/7 under scrutiny from regulators, stakeholders, and passengers alike. In this environment, **compliance is not an aspiration—it's a non-negotiable baseline.**

OCS operates in alignment with the full scope of aviation regulatory authorities, including:

- **The Civil Aviation Authority (CAA)** – oversees UK aviation safety and operational standards
- **The International Civil Aviation Organization (ICAO)** – setting global safety, environmental and operational frameworks
- **The Department for Transport (DfT)** – responsible for UK transport strategy, security, and accessibility standards
- **The European Union Aviation Safety Agency (EASA)** – regulates safety, security and environmental protection across EU territories.

Self-delivery service model with internationally recognised standards:

ISO 45001 (Health & Safety), **ISO 9001** (Quality Management), **ISO 14001** (Environmental Management), and **ISO 27001** (Information Security) ensure that all services are delivered with precision, transparency and integrity.

Our service delivery is both **technically assured and operationally responsive:**

- **Airside and landside cleaning programmes**, fully risk-assessed and tailored to high-consequence zones, including check-in halls, immigration areas, baggage halls, departure gates and secure transit zones
- **OCS ABi™ technology** enables real-time heat mapping of passenger flows and terminal occupancy, allowing us to flex resources and cleaning schedules to demand
- **Data-led workforce planning**, ensuring operational teams are deployed dynamically based on day-of-week patterns, flight schedules, and special events
- **PRM services are fully aligned with EU Regulation 1107/2006**, incorporating digital pre-booking, robotic support and GPS-based food and retail delivery
- **Technology integration**, including sensor-triggered cleaning, footfall tracking and asset monitoring, delivering a responsive, intelligence-led service model

Our approach ensures regulatory compliance and **operational excellence throughout every shift and every day**, even during unplanned surges or disruptive events.

Best Productivity: Total Control Over People, Equipment and Processes

Airports require high levels of throughput, efficiency and service continuity. We manage that pressure through **detailed planning, technology integration, and lean service delivery**.

OCS applies **aviation-specific productivity strategies** that include:

- **Predictive workforce deployment** matched to flight schedules, seasonal passenger behaviour, and live footfall
- **Intelligent asset management** — including Ambi-lifts, PRM wheelchairs, mobility aids, terminal vehicles, and M&E systems
- **Digital dashboards** deliver a unified view of service performance, asset condition, cleaning status and response times.
- **Lifecycle planning for equipment and plant**, reducing capital expenditure through intelligent refurbishment and stock rotation
- **Targeted waste and recycling streams**, tailored to airport retail zones, lounges, back-of-house, and high-traffic areas — achieving outstanding recycling rates and contributing to circular economy goals
- **Energy efficiency programmes**, including lighting retrofits, smart controls and sustainability-linked metrics

We make **data visible and actionable** so airports can monitor trends, make preemptive decisions, and continuously improve operational performance.

Best Resilience: Keeping Airports Moving in Unpredictable Conditions

Disruption is inevitable in aviation. What defines an effective FM partner is how they anticipate, absorb, and respond. OCS brings a deep operational understanding of the **most common and critical** airport failure points, and we design our resilience models around them.

- **Business Continuity Planning (BCP)** that accounts for aircraft delays, weather events, security escalations, PRM spikes, infrastructure failure, and external threats
- **OCS ABi™ supports predictive resourcing**, allowing resources to be moved rapidly between terminals, gates or facilities based on real-time needs
- **Proactive maintenance strategies**, preventing avoidable failures in baggage handling, HVAC, jet bridges, lifts, escalators and PRM transport
- **Trained crisis teams**, familiar with aviation-specific emergency protocols, and ready to step into action with minimal notice
- **A self-delivery model**, giving us direct control over labour, training, equipment and service continuity, even during industry-wide supply challenges
- **Low-impact, future-proof systems**, including electrified fleets, energy-efficient plants and data-backed environmental planning

Our experience working across small regional terminals and major international hubs means we are prepared for any eventuality — and can act swiftly to maintain compliance, passenger flow and operational continuity.

Best Experiences: Service That Defines the Airport Brand

From arrival to departure, passengers form impressions based on the spaces they move through and the people they meet. Our teams are often the **first human interaction passengers have** within the airport — and our goal is to make that experience reassuring, professional, and welcoming.

We enhance the passenger journey by:

- **Positioning trained, uniformed OCS colleagues** at key touchpoints — from PRM collection points to terminal entrances, help desks and concourses
- **Delivering visible, high-frequency cleaning** in the areas that matter most — toilets, waiting areas, check-in desks, gates, and baggage belts
- **Providing confident PRM assistance** ensuring accessibility is never a barrier to a positive journey experience
- **Supporting airport wayfinding and accessibility** through lift/escalator availability monitoring and proactive signage support
- **Enabling longer dwell times** and higher retail conversion through cleaner, more attractive terminal environments
- **Uplifting colleague engagement and service culture** through our Colleague NPS, reward schemes and professional development pathways

We understand the connection between **cleanliness, trust, safety and retail performance**. Our teams bring consistency, visibility and warmth to the passenger experience.

Best Outcomes: Strategic Value Across the Aviation Ecosystem

Airports are under pressure to deliver better outcomes with constrained budgets and greater public and environmental scrutiny. Our role is to be more than a service provider — we are a **performance partner**, helping airports deliver commercially, environmentally and socially sustainable results.

OCS helps deliver:

- **Reduced operational costs** through intelligent deployment, real-time scheduling and resource management
- **Improved Airport Service Quality (ASQ) scores** through visible hygiene, responsive assistance and confident service
- **Passenger loyalty and brand preference**, through consistently positive touchpoints
- **Increased retail performance**, supported by attractive, well-managed dwell zones
- **ESG impact**, including inclusive employment, local supply chain investment, carbon reduction, and training programmes
- **Progress towards Net Zero** through recycling, waste diversion, energy efficiency and carbon tracking tools
- **Data visibility**, with transparent reporting across sustainability, cost, compliance and service metrics

We understand what matters to airport owners, regulators, and passengers and deliver accordingly.

Why OCS? The Facilities Evolution Company for Aviation

- Proven expertise that's focused on delivering the best outcomes for customers and passengers
- Over **60 years of continuous aviation experience** — from legacy carriers to low-cost hubs, regional airports to international terminals
- Fully **self-delivered model** with in-house capability across cleaning, PRM, security, waste, engineering and more
- Active across **100+ airports**, delivering services tailored to infrastructure type, layout, risk profile, and commercial priorities
- **125 years of facilities evolution**, making us one of the longest-standing FM providers globally
- **OCS ABi™**, our proprietary integrated platform, combines data, forecasting and operational command into a single digital environment
- A values-driven business committed to **ESG, social value, ethical procurement and inclusive growth**.

We don't just operate in the aviation sector — we understand it from the inside out. Through our **BEST Pillars**, we deliver performance that speaks the language of airports, regulators and passengers alike.