



Outsourced*Client*Solutions

Solutions
that deliver

OCS International

Our presence across the globe

1 America

Canada, Chile, Columbia, Costa Rica, El Salvador, Guadeloupe, Guatemala, Mexico, Peru, St Lucia, Trinidad & Tobago, USA

2 Europe

United Kingdom, Ireland, Portugal, Spain

3 Africa

South Africa, Mauritius

4 Middle East

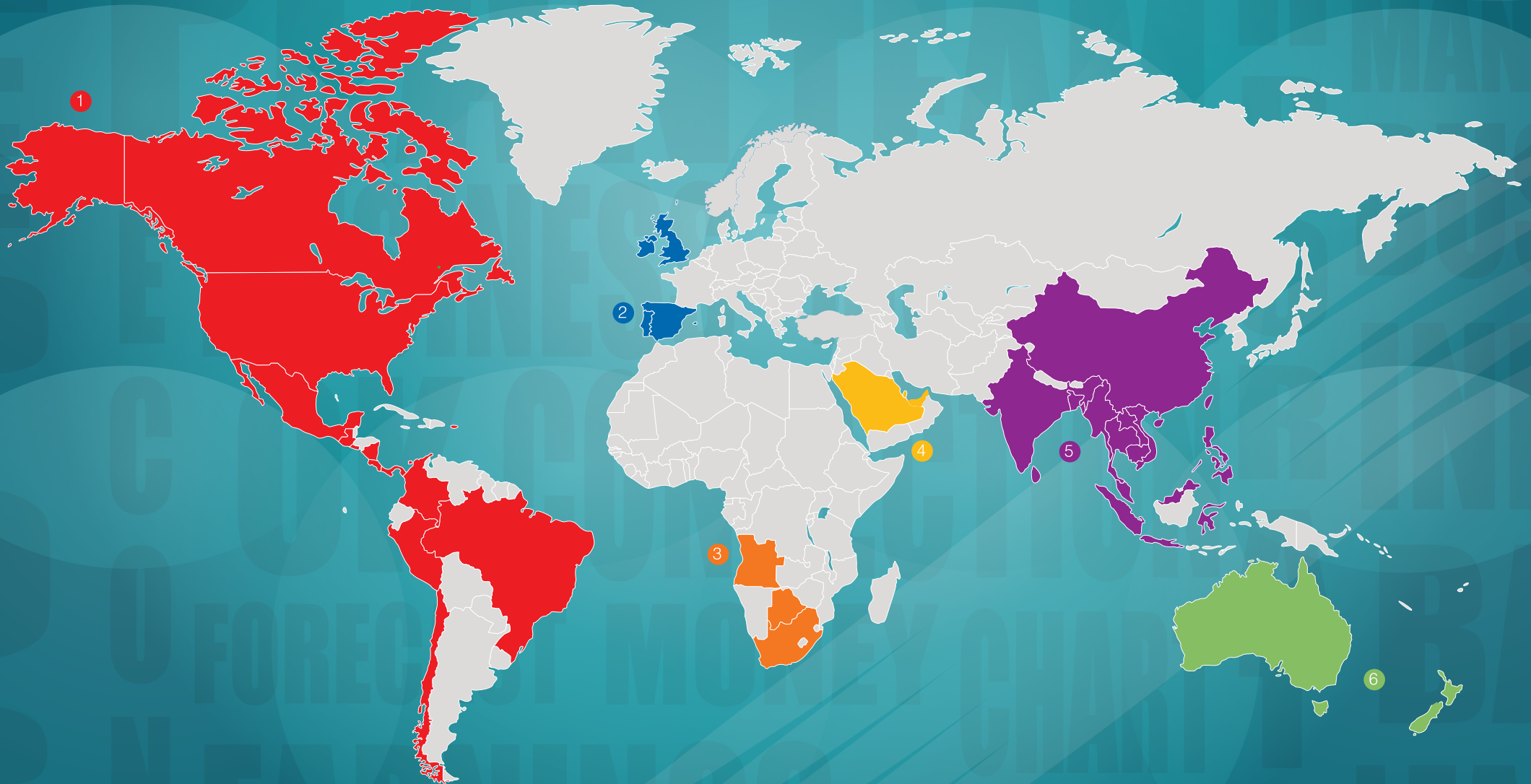
Qatar, Kingdom of Saudi Arabia, United Arab Emirates (see page 2)

5 Asia

Bangladesh, Cambodia, China, India, Japan, Malaysia, Singapore, Thailand, Vietnam

6 Australia

Australia, New Zealand



Our presence in the Middle East

With strong family values at the heart of our business, investment in the Middle East is fundamental

OCS entered the Middle East region, joining highly respected partners and drawing on their decades of growth and development within the Gulf, to quickly match the market requirements.

Due to the complexity and diversity of facility management requirements across our diverse client portfolio, we provide customer focused solutions to cater to specific sector needs, in line with the local culture and business trends.

Our working relationship with our well-established partners in the Middle East, presently allows us to offer market-leading solutions to over 100 high profile customers in the region.



Kingdom of Saudi Arabia
Jeddah
Riyadh
Dammam



Qatar
Doha



United Arab Emirates
Abu Dhabi
Dubai

OCS International

Originating in the UK in 1900 and still family owned, we have extended progressively around the world and now operate in over 40 countries worldwide with over 90,000 employees and more than 80 services. OCS draw on their international experience, enhanced by ensuring local knowledge and resources are employed to ensure that business needs and local requirements are delivered. We have a dedicated team that work on opening up new markets and services



British
family-owned
company



Over 90,000
employees



More than
80 services



Available in more than
40 countries
around the world



1.1 Billion
USD
Turnover



Delivering Success

With over 113 years of delivering great customer service we understand the need to build trust and work in partnership with our customers. This approach we bring to over 40 countries and 80 different services. OCS is a company who has built its reputation on great customer service.



“Customers tell us that OCS staff are great people to work with”

Improving your business, Delivering real benefits

Helping you increase profits

OCS always assists by helping you do things better and more efficiently and recommends you the way of doing things such as Cleansmart™ to increase your profits, not by simply cutting costs.

Improving health and safety

We implement premium level health and safety and offer solutions that help you to create a safer, healthier place for visitors and employees with our Pest Control. Our designated staff are highly trained in the latest techniques in health and safety.

Supporting wellbeing

OCS aims to create a secure environment by tailoring our solutions and provide you experienced guarding personnel. We work continuously to create the perfect atmosphere through our high quality catering services that offer taste and convenience at the right place.

Delivering sustainability

Our commitment is to help all our customers around the world while promoting green solutions through effective data management, recycling and waste management initiatives and energy control solutions.

EDUCATION
MANUFACTURING
RETAIL
& **HOSPITALITY**
SHIPPING
ENTERTAINMENT

ART
SPORTS

CORPORATE
COMMERCIAL DISTRIBUTION
CLEANING
EDUCATION
COMMUNITY
LEISURE
MINING



A. 640.320.00
B. 144.000.00
C. 288.000.00



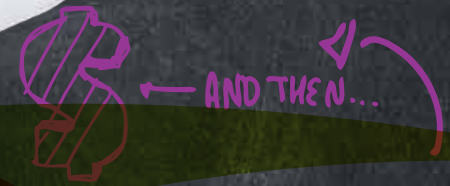
D. to billions
E. to millions
F. to tens

WASTE MANAGEMENT
MAINTENANCE
AGRICULTURE

All recycling

HEALTHCARE

DEFENCE
TELECOMMUNICATION
PHARMACEUTICALS
NATIONAL & LOCAL



AVIATION
CONSTRUCTION
UTILITIES
SERVICES
RAIL

Sectors and Brands

A diverse, resilient business

The stability of our business model is centred on the diversity of our operations.

Retail & Hospitality



By maintaining your environment to the highest standards we help to give your customers a great shopping experience. Working at the forefront of the industry we have developed partnerships with market leading retailers. We can provide an unrivalled level of support allowing you to focus on your customers.

Corporate



Corporate offices require a specific level of facilities services to project the right brand. We understand the pressurised demands of working in an environment where “time is money” and have developed a range of services to ensure that your staff can do their job uninterrupted, in surroundings that enhance their wellbeing.

Healthcare



OCS has worked in partnership with healthcare providers for many years, giving us a wealth of experience of managing facilities in this highly specialised area. Under our Sustainable Solutions concept, we work with you to understand your objectives and set key performance indicators to assist in achieving your targets.



LEISURE

ART

PHARMACEUTICALS

SPORTS

AVIATION

UTILITIES

MANUFACTURING

RETAIL & HOSPITALITY

HEALTHCARE

EDUCATION

WASTE MANAGEMENT

DISTRIBUTION

AGRICULTURE

TELECOMMUNICATIONS



Customers appreciate the convenience of an integrated workflow with a single point of contact - Our TFM

How are we different?

Self Delivery and Innovation

Self Delivery

All OCS services are delivered by our own in-house personnel. Self delivering services allow us not only to integrate our on-site workforce to optimise resources and productivity, but also to minimise cost redundancy by eliminating margins from multiple vendors.

Clients appreciate the convenience and efficiency of dealing with a single facilities management company, while benefiting from significant cost savings for their non-core businesses.

Innovation

With our extensive experience worldwide and innovative solutions, OCS delivers best-in-class facilities management services starting from business requirement planning to strategic mobilisation and transition, execution of activities and continuous quality management.



**Delivering
real benefits**
In a single point of contact

Total Facilities Management by OCS

Delivering Real Benefits Through Integration

Our company has access to the Total Facilities Management (TFM) service delivered by OCS (UK). TFM offers a full suite of facilities services for non-core businesses of our clients, whilst maximising asset values.

TFM integrates services such as strategic facilities management, preventive and corrective maintenance, cleaning, security, pest management, gardening, washroom hygiene products, helpdesk and more.

We add value to your estates management strategy by optimising the life cycle of your assets and providing early evidence based recommendations. TFM offers a practical and flexible approach, designed to maximise service quality while minimising facilities management operating costs.

Clients choose us as a one-stop facilities management service partner, so they can focus on managing their core business, knowing their non-core business and assets are in good hands.

- Reduced costs
- Concentrate on core business
- Buying efficiencies
- Access to best practices
- Improve on in-house quality
- Reliable human capital
- Share / mitigate risk

- ✓ *No margin-on-margin*
- ✓ *Economy of scale*
- ✓ *Single chain of command*



Hard Services

- MEP Maintenance
- Asset Management
- BMS Operation
- Office Fit-Out & Refurbishment



Soft Services

- Cleaning
- High Rise Window Cleaning
- Washroom Services
- Landscaping
- Pest Management



Business Support Services

- Stock Taking
- Property Management
- Help Desk Services
- Concierge Services
- Real Estate Services





When you want
the absolute best for your business,
OCS is all about finding ways

Hard Services

At OCS, we are experienced in providing a full range of engineering services including project planning and design, and the maintenance and operation of air conditioning, ventilation, heating, electrical and life critical systems.

- MEP Maintenance
- Asset Management
- BMS Operation
- Office Fit-Out & Refurbishment
- Biomedical Equipment Maintenance



Global World-Class Standards Services



Soft Services

Effective cleaning not only contributes to the health and safety of a building, it enhances the environment for staff, customers and visitors. OCS Group has been providing contract cleaning services for over 100 years in the UK and have gradually increased our presence worldwide, with particular strengths in Asia and Australasia.

- Cleaning
 - High rise window cleaning
 - Washroom services
 - Landscaping
 - Pest management
-



Business Support Services

With OCS you can focus on you core business!

OCS works at the forefront of the retail stock-taking industry and with over 50 years experience we're trusted by leading retailers for a wide range of inventory and audit services.

- Stock Taking
- Property Management
- Helpdesk Services
- Concierge Services
- Real Estate Services



Consultancy

Our specialist international consulting partner, Agents4RM, provides a range of professional services to enhance your organisation's performance through long term sustainable processes and strategies.

With financial control, business risk, social responsibility, carbon footprint and well-being increasingly accepted as the broader responsibility of an organisation, Agents4RM can calibrate processes to deliver ultimate efficiency in the management of your assets, resources and business intelligence, helping you achieve continuous improvement of standards.

Our consultants are experts in their individual sectors, disciplines and geographic regions with decades of experience building strong, lasting relationships with our clients, and delivering services that improve processes, systems and performance. Together, we work to make your business more profitable, more productive and more effective.

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- Asset Management
 - Change Management
 - Contractor Management
 - Estate and Property Management
 - Information Management
 - Life-Cycle Management
 - Performance Improvement
 - Procurement
 - Resources Management
 - Space Planning
 - Strategic Consulting
 - Sustainable Practice
-

Unrivalled Knowledge of the FM Industry



Our People, Our Greatest Asset



We identify and grow our talent using bespoke talent mapping tools. This allows us to mobilize global teams to deliver solutions tailored to a client's specific needs in any specific country.



We are a people business, and therefore rely heavily on our staff to not only deliver a high level of service to our clients, but also to act as our ambassadors and ensure our company values are maintained.

Because of this approach, we utilize Investors in People as the basis for our global operations when applicable, and provide a training and development programme for every member of staff.



We're keenly aware of the responsibilities we have to you, our customers, our staff and to the wider communities in which we operate.

We are committed to reducing our impact on the environment through initiatives that support the mitigation of climate change and in the development of our approach to sustainability.

We're proud that our business remains in private ownership and is still run today by the family that founded it, with family values still forming the foundation of our corporate culture.



Awards, Accreditations & MEFMA



MEFMA

A Corporate Member of MEFMA

OCS is a proud Corporate Member of the Middle East Facility Management Association (MEFMA), a forum for the Facilities Management industry serving the GCC area. Supported by the Real Estate Regulatory Agency (RERA) as a non-profit association, MEFMA provides a dedicated platform for FM professionals, wider construction industry stakeholders and owner associations.

Education, knowledge sharing, thought leadership, legislative governance and face-to-face networking events are all significant components of the strategic FM Solution to be promoted, supported and implemented by MEFMA and its members. MEFMA acts on behalf of the FM community, for the community.

OCS is proud to have managers who completed extensive training in operations and management, project management, finance and business essentials, sustainability in facilities management, leadership and strategy and received official accreditation from MEFMA certified by City and Guilds / The Institute of Leadership and Management in the UK.



An Award-Winning Record

* OCS Family receiving an award at the **RoSPA Awards Event 2013**



Certified for quality
(ISO 9001:2000)



Certified for environment
(ISO 14001:2004)



Health & Safety
(BS OHSAS 18001)



ACCREDITED - PREMIER



2013

- Best Cleaned Premises Manufacturing
- Best Cleaned Premises Hospitality
- Service Delivery Innovation of the Year





OCS Kingdom of Saudi Arabia
+966 12 687 6366 EXT. 1510
www.ocsarabia.com.sa



OCS Qatar
+974 4035 9314
www.ocs.com.qa



OCS Emirates
+971 2671 8455
www.ocsemirates.com



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visit our website: www.ocsinternational.com
or follow us on:

