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Air Serv, an ABM Company, Acquires Blackjack Promotions

Blackjack acquisition strengthens Air Serv's passenger services capabilities

NEW YORK--(BUSINESS WIRE)-- [ABM \(NYSE:ABM\)](#), a leading provider of facility solutions, announced today that Air Serv's United Kingdom subsidiary, Omni Serv, has acquired the operations of [Blackjack Promotions](#), a specialized staffing and marketing firm that serves airport operators, retailers and other clients throughout the United Kingdom (U.K.) and Europe. The acquisition further expands ABM's overall capabilities in servicing the end-to-end needs of airlines and airport authorities around the globe in the key aviation services market. The transaction closed today.

The acquisition of Blackjack expands Air Serv's international airport location network and adds complementary service capabilities to serve the end-to-end needs of its aviation and retail customers:

- **Customer Service:** ensures that the passenger has a pleasant experience with customer service staff who are knowledgeable, proactive and personable; covers passenger assistance, premium passenger care, service recovery and airside escorting
- **Airport Retail:** ensures that the customer is targeted at the right time, with the right sales message, selling the correct product and facilitating a seamless journey from entry to purchase and beyond, predominantly at airports
- **Promotional and Marketing Services:** creates and executes memorable product launch and brand enhancement experiences for consumers

Blackjack currently has 12 U.K. airport locations and a partner network covering Continental Europe. Blackjack employs proprietary technology in its operation, enhancing passenger flow and creating a world-class customer service experience for travelers. Air Serv and other ABM companies serve 110 airport locations in the U.S. and U.K.

"This is an exciting period in the development of Omni Serv," said Omni Serv Chairman Ernie Patterson. "The future for Omni Serv will be shaped by our daily focus on enhancing the passenger experience at every point of their journey through the airport. Joining forces with Blackjack expands our unique service proposition to airports, airlines and retail customers around the world with an eye on meeting their end-to-end service needs."

Blackjack will continue to be led by Managing Director Sally Alington, whose team brings extensive experience and expertise in the travel retail and marketing services fields.

"I want to build on the great teamwork that Omni Serv and Blackjack have already put on display in recent months," continued Patterson. "We look forward to working alongside Sally Alington and her experienced, resourceful and enthusiastic team to offer expanded and integrated passenger experience services."

ABOUT ABM

ABM ([NYSE: ABM](#)) is a leading provider of facility solutions with revenues exceeding \$4 billion and 100,000 employees in over 350 offices deployed throughout the United States and various international locations. ABM's comprehensive capabilities include facilities engineering, commercial cleaning, energy solutions, HVAC, electrical, landscaping, parking and security, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes — from schools and hospitals to the largest and most complex facilities, such as manufacturing plants and major airports. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909. For more information, visit www.abm.com.

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