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ABM to Provide Groundbreaking 'Service Ambassador' Program to London Heathrow Airport's Passengers

Air Serv, an ABM Company, to Partner with Heathrow Airport on New Passenger Service Program

NEW YORK--(BUSINESS WIRE)-- [ABM \(NYSE:ABM\)](#), a leading provider of facility solutions, announced that Air Serv's United Kingdom subsidiary, Omni Serv has been awarded a contract to partner with London Heathrow Airport on the European travel hub's innovative Passenger Service Ambassador program. Blackjack Promotions, [which Omni Serv recently acquired](#), will be instrumental to this contract. The program, which Omni Serv is managing and operating, is designed to further enhance Heathrow's world-class services for travelers. The contract began July 1.

Under the multi-year, multi-million pound partnership, Omni Serv has deployed hundreds of "ambassador" staff equipped with tablet devices across Heathrow's four terminals at key arrival, departure and connection locations. Omni Serv ambassadors, many of whom are multi-lingual, provide various operational support, including informational hosting, check-in assistance, compliance handling, flight connections assistance and e-passport support.

Key to ensuring these critical passenger services are delivered with unsurpassed customer care in mind, Omni Serv is collaborating with leadership and service specialists Ritz Carlton Group to train service ambassadors on best practices aimed at further enhancing the passenger experience at Heathrow. Providing this type of training to everyone with customer contact will help Heathrow's passengers have a smooth journey through the airport. Ambassadors proudly wear a distinctive, Heathrow branded uniform.

Mark Hicks, Head of Passenger Support Services at Heathrow, said:

"At Heathrow, our aim is simple: whatever the traveler, we want to help our passengers get to where they want to be as smoothly as we can. That is why we are investing billions of dollars in the airport to make every passenger's journey better."

Omni Serv will leverage its customized technological solutions throughout Heathrow as part of the program, as ambassadors will carry tablet devices enabling real-time reporting of what is happening across the airport's terminals — from queue times to frequently asked traveler questions — providing a wealth of information with passenger satisfaction top of mind.

"We are absolutely thrilled to be working in partnership with Heathrow Airport on this momentous project," said Ernie Patterson, Omni Serv Chairman. "The Passenger Service Ambassador program is all about creating a smooth experience for travelers passing through one of the world's most important hub airports. Through this partnership, we intend to support Heathrow's service standards through anticipation of travelers' needs, working with Heathrow in its objective to be Europe's Hub Airport of Choice."

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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