

## ABM wins cabin cleaning contract with British Airways at Britain's busiest airport

1 year ago



Following a competitive tender process, British Airways has awarded [ABM](#) a five year contract to provide cabin and secure cleaning services across its fleet of aircrafts at Terminal 3 at London Heathrow Airport.

Following a successful launch which kicked off on 1 November, the contract marks a significant milestone for ABM. As well as expanding its aviation portfolio, the win sees ABM grow its presence at Heathrow Airport, Britain's busiest airport, with a team of over 600 team members.

ABM's partnership with British Airways will include services on both short-haul and long-haul flights. Notably, it introduces over 10 extra night cleans—a brand-new addition to ABM's service offerings at the airport.

David Stonebanks, Head of Critical Services at British Airways, says: "We adhere to the highest standards at British Airways, and we are confident in ABM's ability to deliver operational excellence through its commitment to exceptional standards. We look forward to working together and ensuring we deliver the very best for our customers."

The contract has secured employment opportunities for the local community, including a new night crew. ABM has invested and grown the fleet sustainably, including the introduction of additional electric vehicles and other assets including mobile steps.

ABM, an inflight supplier accredited by the Civil Aviation Authority (CAA), also offers logistical support to British Airways through its logistics centre. ABM stores and supplies consumable goods to be used on board such as cleaning products, pillows, blankets and duvets.

Jim Niblock, ABM Aviation Managing Director, comments: “Providing exceptional cabin and secure cleaning services is key to enhancing the passenger experience and ensuring aircrafts are maintained to the highest standards, every time. We’re delighted to have been chosen to deliver this contract – it’s wonderful to be working with British Airways once again.”

With a presence at 15 airports across the UK and Ireland, ABM’s aviation services include cabin secure cleaning, ground handling, PRM, bussing, airside logistics, security and travel retail and customer service ambassadors. Using data-driven insights and innovative technologies, ABM offers integrated pavement-to-plane airport facility solutions to support safety, customer service, and revenue goals.

The company has over 12,500 employees across the UK and Ireland, with clients including Transport for London, London Heathrow, London Gatwick and multiple shopping centres and commercial buildings across the country.

Jim concludes: “This win with British Airways is a testament to our strategy of accelerating growth at Heathrow. Thanks to the strength of our fantastic customer base—many of whom have been with us since the challenges of the COVID era—we’ve developed a deep well of talent, expertise, and resources who understand London Heathrow’s unique operating structure. This positions us for continued success and growth in this critical hub.”