

ABM retains 'Outstanding' rating from Civil Aviation Authority

1 year ago



[ABM UK & Ireland](#), leading facilities and aviation solutions provider, has successfully retained its 'Outstanding' Civil Aviation Authority (CAA) rating for its quality assurance for AVSEC training at London's Heathrow Airport and Manchester Airport.

The second time ABM has achieved this prestigious recognition at two of the UK's most well-known airports, the news follows a year of significant success for the aviation division of ABM. The company secured a major contract with British Airways, added Bristol Airport to its UK airport portfolio—which now spans 14 airports; and retained 100% of its customer relationships throughout the fiscal year.

ABM's exceptional performance in aviation security training is part of its broader commitment to meeting the stringent standards set by the CAA. The company has achieved the 'Outstanding' grade across all elements of its security training programme, which includes policies, training materials, qualifications upkeep, and internal quality assurance.

Jaspreet Rehal, ABM's Head of Security, says: "It's no mean feat to achieve the highest rating from the Civil Aviation Authority, and so we are immensely proud to have retained 'Outstanding' for our quality assurance on AVSEC training. To receive the accolade, ABM was quality assured on six aspects from certification and assessment to the quality of the resources; all of which must meet the highest standard."

The training which is designed and delivered by ABM in house and covers two areas of focus. All secure clean team members receive the Aircraft Search programme and supervisors also take part in the Ground Security Supervisor training as an enhancement. The training is fully accessible to all with measures in place to accommodate disability, language barriers, challenges using technology and more.

Jim Niblock, Aviation & Transport Managing Director, says: “Our retention is a direct result of our team’s relentless focus on meeting and exceeding the CAA’s requirements over the past two years. By continuously reviewing and improving our processes, we’ve been able to provide operational excellence whilst maintaining the highest standard.”

As part of its 2025 growth strategy, ABM is expanding its aviation division to serve the broader transport sector, leveraging the company’s extensive experience with Transport for London and support from Fortune 500 parent company, ABM Industries.

Key capabilities of the ABM aviation business include PRM (Passenger with Reduced Mobility) services, secure cabin cleaning and bussing with all services dedicated not only to operational excellence and customer satisfaction but the provision of sustainable solutions as well.

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