

Churchill takes off with East Midlands Airport

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Cleaning firm [Churchill](#) has secured a five-year contract with East Midlands Airport following a competitive tender process.

The new partnership commenced in April. Churchill will deliver a comprehensive suite of services across both landside and airside environments within the airport, including washrooms, gates, arrivals and departures areas. Services will include general cleaning, washroom hygiene, pest control, and window cleaning.

A team of 30 staff will be based on site, each having completed rigorous airside clearance protocols, including full DBS checks, five-year work history verification, airside security and permit-to-work training. This ensures compliance with the airport's stringent operational standards.

Innovation played a significant role in Churchill's successful bid. The company will introduce feedback devices in washrooms, real-time data from people counters, and QR codes that allow passengers to leave voice notes on cleanliness. The QR codes include multilingual functionality that automatically translates into English, making it easy for passengers of any nationality to share feedback.

Churchill's commitment to quality and its track record of operational excellence in specialist environments – including ports, railways, subways and buses – also helped it stand out from the competition.

Michael Allsop, facilities and contracts manager at East Midlands Airport, said: "We're delighted to welcome Churchill to East Midlands Airport. Their approach to innovation, passion for service quality, and enthusiasm for creating a positive experience for passengers made them a standout choice. We're excited to see how their ideas will enhance our environment."

Vicky Swift, operations director at Churchill, said: “This contract marks a significant milestone for us as we expand into the aviation sector. We’re already well established in the transport sector through our numerous rail contracts, and we’re thrilled to bring our specialism to East Midlands Airport to deliver services that support both operational efficiency and passenger satisfaction.”