

ABM Appointed by Heathrow to Deliver Accessible Travel Services Across All Terminals

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ABM, a leading provider of facility, engineering, transport and infrastructure solutions, has been appointed by Heathrow to deliver its assistance service for passengers with access needs across all terminals, providing care and support for more than one million passengers annually.

The partnership brings together people-centred service and technology-enabled support to enhance the passenger experience throughout the airport journey.

With a team of more than 1,600 in place – ABM will deliver accessible travel services across Terminals 2,3,4 and 5. ABM’s approach combines end-to-end journey assistance and accessibility support including close coordination with airlines and airport partners to enhance and prioritise passenger independence, dignity and confidence.

The new partnership cements ABM’s position as the largest, and one of the most advanced, providers of accessible travel services across the UK and Ireland aviation sector. ABM will elevate service levels through industry-first integrated technology, combining digital accessibility tools, intelligent service delivery and real-time operational insight to better anticipate, identify, and support passenger needs across the airport journey.

This technology-enhanced approach is underpinned by ABM’s proprietary training programmes, accredited by Disability Rights UK, and delivered by an experienced management team. Together, they form a passenger-centred service strategy committed to continual improvement.

Richard Sykes, SVP and President ABM UK and Ireland said: “Heathrow is one of the busiest and most complex airport environments in the world, and this important appointment further strengthens ABM’s position in the aviation sector and demonstrates confidence in its ability to deliver complex, high-profile services at scale.

“Our focus is on delivering a service the airport and its passengers can depend on, providing care and dignity throughout the airport journey, and backing our frontline teams with the training and support they need to deliver that experience every day. As part of that support, ABM will implement a range of initiatives designed to create positive outcomes for Heathrow, supporting inclusive employment, colleague wellbeing and environmentally responsible operations.”

Ahead of go-live on February 1, ABM delivered a comprehensive mobilisation programme recognising the critical role frontline team members play in delivering high-quality, people-centric service. Early and ongoing engagement with team members across Heathrow, supported by structured onboarding, role-specific training and post-go-live support, helped embed service expectations, behaviours and new ways of working from day one.

Kelly Parish, Vice President, Transport & Aviation at ABM said: “From heartfelt reunions to long-awaited departures, airports bring together powerful experiences and emotions. We know that delivering calm, informed and compassionate support is essential for passengers with access needs, and we are proud to be chosen to elevate accessible travel services in partnership with Heathrow.”

The appointment underscores ABM’s position as a global leader in airport solutions, with more than 14,000 aviation team members serving over 75 airports worldwide and supporting millions of passengers annually. While accessible travel is the focus of ABM’s partnership with Heathrow, it represents one component of a broader, integrated aviation services platform delivered across major airports around the world.