

## ABM Chosen to Deliver a Warm Welcome at Edinburgh Airport with Passenger Experience Win

2 months ago



**ABM**, a leading provider of facility, engineering, transport and infrastructure solutions, has expanded its partnership with Edinburgh Airport, securing a passenger experience contract at Scotland's busiest airport.

From arrivals to departures, ABM's Experience Solutions team, specialists in delivering human-centred passenger experiences, will ensure a welcoming, smooth, and reassuring experience for the almost 17 million people who travel through the airport every year.

Having operated at Edinburgh Airport for more than 15 years, the expansion reflects the airport's confidence in ABM's ability to scale services, maintain quality and respond to the evolving demands of an international gateway. It also represents another step forward in the rollout of ABM's Performance Solutions model — an integrated facilities services approach designed to optimise every aspect of client performance.

ABM Experience Solutions' team of experience experts will deliver a comprehensive range of passenger and operational support services, including front-of-house assistance, passenger enquiries, wayfinding and terminal navigation, security preparation guidance, and onward travel information.

The team will also support airport operations during delays and cancellations, providing queue and crowd management across terminal and immigration areas, as well as dedicated assistance within International Arrivals. In addition, ABM will oversee staff deployment and rostering to ensure effective operational

coverage and contingency support, helping maintain a safe and seamless passenger journey throughout the airport.

These services will complement ABM's existing portfolio at Edinburgh Airport, which already includes facilities management and staffing solutions.

Kelly Parish, Vice President, Transport & Aviation at ABM, says: "Creating positive, memorable airport experiences is critical to every service we provide, every day across 75 airports, supporting millions of passengers. This contract will see our team members becoming the friendly face of the airport - embodying the Edinburgh personality to ensure that everyone is met with knowledgeable, people-focussed support at all touch points."

The new contract, which began on 1 February 2026, takes the headcount to almost 200 ABM team members at the airport delivering terminal cleaning, travel retail and passenger experience services.

Myles Grima, Head of Service Delivery & Transformation at Edinburgh Airport, says: "Every touchpoint across the passenger journey plays an important role in shaping the experience people have when they travel through Edinburgh Airport. We are pleased to expand our partnership with ABM, whose teams have been a trusted presence at the airport for more than 15 years.

"ABM's ability to deliver a fully integrated service that combines operational expertise with a strong focus on passenger support, ensures we can maintain a welcoming, efficient and well-managed environment for the millions of people who travel through our airport each year. This appointment reflects our confidence in ABM's capability to scale services while continuing to support the smooth running of a busy international gateway."

Kelly concludes: "The length of our partnership with Edinburgh Airport is a testament to the quality and consistency of the service we deliver, and we're thrilled that we can continue supporting passengers and airport operations alike."

As a global leader in airport solutions, ABM employs over 14,000 aviation team members who support millions of passengers annually, delivering fast, efficient, compassionate and welcoming experiences as part of its mission to make every journey seamless.