

ABM Secures New Glasgow Airport Assisted Travel Contract and Retains Aberdeen International Airport Partnership

2 months ago



ABM, a leading provider of facility, engineering, transport and infrastructure solutions, has been awarded the Passenger Reduced Mobility (PRM) services contract at Glasgow Airport, while also retaining its PRM contract at Aberdeen International Airport, strengthening its footprint across Scotland's aviation network.

Both contracts have been secured on a multi-million-pound basis over an initial three-year term, with the option to extend for a further two years. From April, approximately 150 ABM team members will deliver essential passenger assistance services across the two airports - both of which are part of AGS Airports Limited.

A key differentiator in ABM's successful bid for the new PRM contract at Glasgow Airport and the retention of services at Aberdeen International Airport was its combined focus on people and innovation.

This included sector-leading disability awareness expertise, being the only Disability Rights UK accredited trainer, alongside technology-led service delivery such as wheelchair tracking and ABM Connect — its proprietary real-time data platform that accelerates decision-making and drives operational efficiencies. Together, these capabilities support a more dignified, seamless passenger experience while enabling safe self-mobilisation where appropriate.

Ronald Leitch, Chief Operating Officer at AGS Airports, said: "At AGS Airports, we remain deeply committed to ensuring that every passenger, regardless of their individual needs, experiences a journey that is welcoming, dignified, and seamless.

“While we have seen a year-on-year increases of over 20% in passengers requiring assisted travel, we have continued to invest significantly in our infrastructure, enhance training programmes and strengthen our partnerships with dedicated service providers.

“We are delighted to have ABM on board at Glasgow and Aberdeen International airports and welcome their commitment to deliver the service standards to support accessibility across our airports.”

The contract awards further strengthen ABM UK’s growing transport portfolio, which includes services across airports, airlines and wider transport infrastructure, supporting millions of passengers each year.

Kelly Parish, ABM Vice President, Transport & Aviation UK, comments: “Securing the Glasgow Airport contract alongside the retention of Aberdeen International Airport is a strong validation of ABM’s aviation strategy and the consistent performance of our frontline teams. It reflects the trust airports place in our ability to deliver innovation-led services at scale.

“As we mobilise, our focus will be on working in close partnership with airport stakeholders to deliver a seamless transition and set a new benchmark for passenger experience and operational excellence.”

With 15,000 team members across the UK and Ireland, and extensive experience supporting complex estates across the UK and Ireland, ABM continues to provide industry-leading solutions to a diverse client base from both the private and public sectors.