

FOR IMMEDIATE RELEASE:

Omniserv secures exclusive PRM contract at London Stansted Airport

- *UK's leading airport service facilitator to support passengers with reduced mobility at London Stansted*
- *PRM win boosts Omniserv's airport offering*

London – April 8, 2014 – Omniserv, a subsidiary of ABM and the UK's leading airport service contractor, has won the contract to become the exclusive provider of support for PRM (people with reduced mobility) passengers at London Stansted Airport.

With the new contract, Omniserv will be providing 'legendary service' to those passengers who request special assistance through the airport. Its service ranges from assisting wheelchair users, passengers with sight or hearing impairments and the elderly for a safe, smooth and efficient customer experience during their travel.

The five year contract commences in March, when Omniserv takes over the contract from existing provider ISS.

The deal comes at an exciting time for Stansted Airport as it ramps up its development and expansion plans.

This is a significant win for Omniserv, which earlier this year acquired leading specialised staffing and travel retail specialist Blackjack Promotions, further expanding the company's overall capabilities in servicing the end-to-end needs of airlines and airport authorities.

Ernie Patterson, chairman, Omniserv, says: "We are delighted to be partnering with Stansted to provide this essential service and to be part of the airports programme focused on elevating customer service to enhance the passenger experience at the airport."

"Omniserv are the market leaders in providing services to passengers with reduced mobility, taking care of over a million such passengers per year across Heathrow, Glasgow and now Stansted Airport, where with the introduction of a bespoke technology solution which captures data and provides an enhanced productivity performance alongside its renowned customer service training programme "Aircare", Omniserv has achieved a step change in customer satisfaction," adds Patterson.

Mathew Garner, Passenger Services Director, London Stansted Airport, says: "Helping passengers with reduced mobility to move easily around the airport is such an important part of our offering at London Stansted and we are delighted to be working with Omniserv to enhance that offering even further. We want our passengers to know that they will be in good hands during every step of their journey and I'm confident Omniserv will do just that."

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Editors Notes

About Omniserv:

Formed in 2004, Omniserv Limited is the European Division of Air Serv Corporation, a company based in Atlanta USA and the aviation vertical of ABM Industries (NYSE listed) a global provider of facilities management.

Omniserv provides a range of services to 100 plus airports globally, including the top 30 airports within the USA and 15 airports within the UK. Omniserv is established in the UK market with PRM operations at Heathrow and Glasgow and Security services at Manchester and Leeds Bradford Airports. Its Ambassador hosts programme at Heathrow elevates customer service and the recent acquisition of 'Blackjack Promotions', a market leader in retail management, enables Omniserv to enhance personal shopping, increasing passenger retail spend through promotions and experiential campaign. The Group employs over 100,000 staff and delivery 'Legendary Service' across a wide portfolio with global coverage.

- Passenger Services
 - Persons with Reduced Mobility
 - Portering
 - Ambassador Hosts
 - Retail Hosts (Sales Promotions & Experiential Campaigns)
- Security (Airline & Airports)
- Aircraft Services (Baggage & Cargo Handling)
- Cleaning (Aircraft & Facilities)

With decades of combined experience in all facets of the aviation business, Omniserv shares a dynamic and uniquely spirited culture. Enhanced by world-class processes and a service delivery system that drives team member productivity & performance against service level targets, it delivers superior and cost effective aviation services.

The company's European Headquarters, chaired by Ernie Patterson, are conveniently situated at London's Heathrow Airport. Ernie brings years of highly respected security and aviation industry experience to the organisation.

Omniserv's Promise

At the heart of the OmniServ proposition is its Service Delivery Programme centred on the promise of Safety, Quality, Lower Cost and Enhanced Consumer Experience. OmniServ is the right partner to provide enhanced quality, continuous improvement and efficiencies.

About Blackjack Promotions:

Blackjack Promotions offers a through-the-line marketing service, from creative to staffing, from merchandise to design and from build through to logistics. It also works hand-in-hand with agency partners and media owners using its experiential expertise to bring briefs to life. Blackjack Promotions was labelled by Marketing magazine as a top ten agency in its 2012 Experiential League Table.