

## "We are looking forward to meeting you"

Please call us on +44 (0)208 757 2700  
 for all enquiries relating to our Passengers with Reduced Mobility  
 service through London Heathrow

### When in London

Having arrived at Heathrow and been assisted by one of Customer Care Agents we thought it would be a nice idea to suggest a few places to visit in London that have good accessibility. Enjoy!

#### Sadler's Wells Theatre

Renowned for its specialism in dance this famous theatre is not only for visitors with disabilities, but also for disabled performers and staff. Entry cost depends on performance.

Address: Roseberry Avenue EC1R 4TN Website: [www.sadlerswells.com](http://www.sadlerswells.com) Tel: 0844 412 4300



#### Museum of London Docklands

The story of the City of London in an excellently crafted museum. Great efforts have been made to make the site as accessible as possible. Entry £5 disabled and adult, free for carers and under 16s, £3 for concessions.

Address: West India Quay E14 4AL Website: [www.museumindocklands.org.uk](http://www.museumindocklands.org.uk) Tel: 020 7001 9844



#### Spitalfields Market

This market sits under a glorious vaulted Victorian ceiling in London's East End. Soak up the atmosphere, bargain hunt and enjoy the high-end shops that surround it.

Address: Brushfield Street E1 6AA Website: [www.oldspitalfieldsmarket.com](http://www.oldspitalfieldsmarket.com) Tel: 020 7375 2963



#### Tate Modern

The old Bankside Power Station now houses post-1900 works of art from around the world. Entry is free with possible charges for major exhibitions.

Address: Bankside SE1 9TG Website: [www.tate.org.uk/modern](http://www.tate.org.uk/modern) Tel: 020 7887 8888 minicom 020 7887 8687



## A World Class Service for Passengers with Reduced Mobility



We are prepared for the  
 2012 Paralympics & Olympics  
 Call us on +44 (0)208 757 2700

#### OmniServ Ltd.

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OmniServ are part of the AirServ group



# OMNISERV – dedicated to providing 110% service to Passengers with Reduced Mobility

Founded in 2002, the AirServ group successfully provides innovative and dependable passenger services to 19 of the top 30 global airports, including the three largest – Atlanta, Chicago and Heathrow.

Servicing world-class airlines such as British Airways, Delta & United we have set the industry standard in lines of service that we provide such as handling 4.2 million passengers with reduced mobility each year.

**‘providing services to 4.2 million passengers with reduced mobility each year’**

In addition we also effectively and efficiently provide cabin cleaning for 1,200 flights per day and reliably security screen nearly 3 million passengers per year.

At today's Disability Capital Conference, for which we are proud sponsors, OmniServ are focussing on our world-class services for passengers with reduced mobility.

**‘from arrival at the airport all the way through to the departing aircraft and vice-versa’**

At Heathrow, we ensure the highest standard of care for passengers with disabilities or mobility issues. We are there every step of the way – from arrival at the airport all the way through to the departing aircraft and vice-versa. Our goal is to make their journeys as seamless as possible, with highly trained, knowledgeable and friendly staff on hand for their needs. Team training was done in collaboration with the Disney Institute to instil in our customer care agents and leadership team the highest possible standards of customer engagement, thus personalising the journey and making it better than before. This team is aligned with BAA and are challenged and trained to make every journey better.

None of this would be possible without the zeal, proficiency and commitment to service demonstrated by OmniServ employees. We are a people company and believe that, to have satisfied customers, you must first have team members who are valued and rewarded. That is a key ingredient in our success.

Reward systems are customised to motivate individual performance and employees are awarded pins that they wear with pride on their uniforms every day. It's a hard task to find any OmniServ employee without a bright collection of pins. And an even brighter smile. Career satisfaction is extremely important and we give all employees the opportunity to grow, with regular training and real promotion opportunities.

For those extra special employees who go above and beyond the call of duty, AirServ and OmniServ offer a rewards programme called the 110% Club. This not only encourages our team members to strive for extra special passenger service, but it rewards them in the areas of attendance, punctuality, appearance and demeanour, overall performance and customer recommendation. Those who earn 110 points are recognised at an end of the year gala dinner.



*Nigel Brown, disability traveller advocate for OmniServ, in discussion with an OmniServ employee.*



*Gathering of 'The 110% Club', the AirServ and OmniServ rewards programme for employees who go above and beyond the call of duty.*

*Our mission statement is as true today as it was in 1983 when the company was originally founded with the name 'Argenbright'*

The training also includes the use of handheld devices which track and log when a passenger has been safely transported to or from the aircraft. This helps us to save time and the customer care agents can be assigned to their next and nearest customer with ease - all of which helps us to ensure that customers are not kept waiting.

This combination of a technological and training based approach is helping to ensure that PRMs\* transiting through London Heathrow receive a high-level of personal service, as per the guidelines of EU Regulation 1107/2006.

**‘we are proud of our of our services and what they have achieved’**

Implementing our passenger services across all of Heathrow's four terminals for ninety four airlines and through its complicated infrastructure has been an unprecedented development. One we've successfully achieved in the first year since being awarded the contract by BAA by taking care of 836,000 passengers, a 9% increase on the previous year.

**‘OmniServ Customer Care Agents are looking forward to meeting you’**



*The OmniServ Customer Care Agents are a well trained, happy and efficient team that will always be pleased to meet you.*



**Unprecedented numbers of PRM\* customers will travel through Heathrow for the 2012 Paralympics & Olympics**

Passengers with reduced mobility are already experiencing exceptional service when travelling through Heathrow, thanks to the OmniServ contract with BAA. We are confident and ready to extend that same outstanding service to the unprecedented volume of travellers during the 2012 Olympics and Paralympics.

We are now a key part of "Team Heathrow". This is the whole airport community focussing on one goal "to deliver Heathrow's personal best for the all of our customers during the Olympics and Paralympics in 2012.

Our primary objective is simple. We want to create positive and memorable experiences without disrupting Heathrow's usual business. As we expect to receive more than 4000 Paralympic athletes alone, our world-class leadership team is hard at work. Existing processes are being reviewed and solid and competent plans are becoming a reality. For example, 50 of our top U.S.A. employees are being specially flown over to the U.K. for support during the period of the games.

We are playing our part to help London make History!

With less than a year until the games, it is important to make arrangements as soon as possible. So if you have any further questions or would like to speak to OmniServ regarding travelling paralympians, equipment or flights, please come and see us at our stand directly outside the conference hall, where we will be happy to help.

You can also call +44 (0)208 757 2700 for this or any other questions regarding our services for PRMs\* through London Heathrow.

**“We are prepared with extra resource & equipment”**

\*Passengers with Reduced Mobility

**Heathrow**   
Making every journey better.