



ABM collaborates with Disability Rights UK (DRUK) on industry-leading certification for its national PRM Training Programme

[London, 25 September] – ABM, a global leader in integrated facility and aviation services, is proud to announce a ground-breaking collaboration with Disability Rights UK (DRUK) to develop and certify new induction materials for its PRM (Persons with Reduced Mobility) team members.

Building on a pilot partnership for ABM's operation at Heathrow, the new national certification by DRUK - the leading pan-disability charity representing the needs and expectations of disabled people in the UK – ensures ABM's team members have world-class training which puts passengers with assistance needs front and centre.

The training materials, including a module on supporting NHS patients traveling to mainland UK for treatment, have been created in partnership with NHS Grampian and Manx Cares and were successfully launched in February. A key element is video content which offers insight into the lived experiences of passengers with different conditions, fostering empathy and understanding.

As part of ABM's commitment to the passengers it serves, ABM has offered to share video content with its airport partners, allowing them to incorporate these valuable resources into their own induction courses, thus enhancing the inclusivity of services industry-wide.

Now DRUK certified, the training will be implemented across all ABM PRM sites, marking a significant step in the introduction of a robust quality assurance programme. This programme will not only incorporate peer-to-peer auditing but also introduce a 'learner retention' evaluation to assess the quality and relevance of the materials.

Samantha Saunders, Head of Assisted Services at ABM, commented on the collaboration, saying: "We are thrilled to collaborate with Disability Rights UK and other esteemed partners to enhance our training materials for PRM team members. We are the only PRM supplier with DRUK certification; reaffirming our commitment to inclusivity and quality in the services we provide."

Antony Stevens, Disability Rights UK Business Development Manager added: "It has been a pleasure partnering with ABM. What we like about ABM's approach is that it's not just about getting a stamp of approval; instead there is real commitment to an iterative process of co-producing materials with a user-led organisation."

For more information about ABM and its commitment to providing integrated facility and aviation services, please visit www.abm.co.uk.

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About ABM

ABM (NYSE: ABM) is one of the world's largest providers of integrated facility services, committed to creating a cleaner, healthier, and more sustainable world. ABM delivers essential services that enhance the spaces and places that matter most, offering a comprehensive array of facility services, including janitorial, engineering, parking, electrical & lighting, energy solutions, HVAC & mechanical, landscape & turf, and mission-critical solutions. Serving over 20,000 clients, ABM operates in more than 350 offices worldwide, with an annualized revenue exceeding \$7 billion and a team of over 100,000 professionals. Founded in 1909, ABM remains dedicated to its mission of improving the world's environments. For more information, please visit www.abm.com.