

ABM Wins Hard Services Contract with Telford Centre

October 2019

Following a competitive tender process, ABM UK has secured a hard services contract at Telford Centre, the largest shopping centre in Shropshire with over 160 stores.

At 52-acres, Telford Centre is located in both the geographical and economic centre of the town and is currently undergoing a £55 million redevelopment due to open later this year.

ABM will provide a range of technical services including mechanical, electrical and HVAC maintenance, along with fabric and minor works across Telford Centre.

All on-site team members at Telford Centre will take part in ABM's Brand Ambassador training course. This is to ensure that the positive ethos and customer-focused values of both ABM and Telford Centre are communicated through all interactions with visitors.

Every member of the on-site team will work towards the shared goal of customer satisfaction, delivering outstanding customer service and contributing towards an overall excellent guest experience.

Lee Cooper, Technical Services Director at ABM, said: *"We are thrilled to continue building our relationship with Savills through such an exciting development at the heart of Telford."*

"Retail and leisure is an important sector for ABM UK. We are proud to look after over 120 retail and leisure environments, including a number of Savills-managed shopping centres and retail parks, throughout the UK and Ireland. Keeping these spaces functioning at their best is essential to ensure positive shopping and leisure experiences for customers."

Glynn Morrow, Centre Manager at Telford Centre, commented on the partnership: *"Following a full tender of our hard services contract in early 2019, it was clear that ABM were leaders in their field. With the current redevelopment and expansion programme at Telford Centre we have the confidence in them to maintain the scheme to the highest standard for the overall enjoyment of our guests"*

A facilities management specialist in mechanical & electrical maintenance, cleaning, security, critical and guest services, ABM's customers include: Savills; Transport for London; the Museum of London; The O2; British Land; Hammerson; and London's Heathrow Airport.



END

Press Release

About ABM UK

ABM UK employs over 12,000 people with offices in London, Glasgow, Chesterfield, Dublin and Belfast, and current customers include major international banks and law firms, iconic retail and leisure venues, concert halls, public buildings, transportation centres and airports.

ABM UK's comprehensive capabilities include electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, cleaning, security, data centre cleaning and landscaping, provided through stand-alone or integrated solutions. ABM UK provides custom facility solutions in urban, suburban and rural areas to properties of all sizes — from shopping centres to commercial buildings, data centres and airports.

ABM UK will continue to grow the business organically, focusing on showing customers the benefits of integrated facility solutions, its self-delivery model and its investment in people, of which ABM UK's state-of-the-art training centre in Greenford, is the most permanent statement of intent.

ABM UK is a subsidiary of ABM, a leading provider of facility solutions with revenues of approximately \$6.4 billion and over 140,000 employees in 350+ offices throughout the United States and various international locations. ABM Industries Incorporated, which operates through its subsidiaries, was founded in 1909.

For more information, please visit ABM.co.uk.

General enquiries

ABM UK / +44 (0)207 089 6600 / UKinfo@abm.com



+44 (0)207 089 6600
UKinfo@abm.com
ABM.co.uk