



# Heathrow Airport

## Cabin Clean Mobilisation



"It's exciting to see ABM's core values played out every day in the service we provide at LHR: respect, integrity, collaboration, innovation, excellence, and trust. Our success has helped us attract new cabin cleaning clients in addition to the initial thirteen."

*Kate Glassup, ABM Customer Service Director South*

### CHALLENGE

During the pandemic in mid-2020, a major cleaning provider discontinued their operations at London's Heathrow Airport (LHR). About 20 carriers were left without a provider with just 90-days' notice. This meant any new provider would have to embark on a huge mobilisation effort, involving:

- Negotiating cabin cleaning contracts/pricing with each carrier separately.
- Negotiating to secure business premises with sufficient storage facilities via Heathrow Airport Limited.
- Procuring vehicles and specialist vehicles such as high-loaders, toilet service units, and potable water service units, alongside crew buses to get staff to and from aircraft across the terminals.
- Arranging for each airlines' stock to be delivered and kits prepared to go onboard aircraft as part of cleaning and provisioning.
- Preparing to handle each carrier's different cleaning specifications and procedures.
- Staff onboarding: including contracts, uniforms, and training per national TUPE regulations (Transfer of Undertakings - Protection of Employment) and adhering to CAA (Civil Aviation Authority) regulations on secure aircraft cleaning during a time of labour shortages.
- Dealing effectively with uncertainty of airline schedules and staff availability due to the pandemic.



## SOLUTION

Key to ABM successfully meeting 13 airlines' diverse needs in such a short timeframe was:

- The deployment of a general manager and a dedicated project manager.
- Experienced ABM duty managers and supervisors.
- Subject matter experts such as HR, Payroll, Accounts IT, etc.
- ABM's single dashboard integrated system for scheduling, billing and auditing. This is our proprietary inhouse system for use by our team and clients.
- ABM's staff time and management system used for efficient allocation of tasks.

ABM adheres to special COVID-19 cleaning and disinfection products, procedures, and equipment, including the use of electrostatic sprayers where required.

We focus on disinfecting passenger high-touch points (lockers, trays, armrests, seatbelts, etc.) in all cabin areas. In addition, work must be done quickly and efficiently to meet the airlines' strict turnaround times and achieve On Time Performance. Our teams also have to be flexible enough to effectively react to last-minute flight schedule changes.

Even during a stressful pandemic where labour shortages prevail, turnover of ABM's cabin cleaning staff has been 1% compared to an industry average of 5%.

## BENEFITS

We onboarded 320 people in two phases (nearly all of the team members of the previous provider).

Within 80 days, ABM was ready to begin cabin cleaning for 13 of the affected freight and passenger carriers, seamlessly, on the day the previous provider discontinued service.

All of the above challenges were met via the dedication of an ABM multidisciplinary team, which included Commercial, Operations, Human Resources, Health & Safety, and Training.



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