

New Times

helping passengers move through the airport

quarterly issue



The British-Irish Airports EXPO 06



110% Club Award 2019 03



Experiential 30



Talking Travel Retail 24



Message from the Managing Director

The summer is well upon us and with record passenger volumes anticipated. I am excited to welcome and serve the passengers whom are travelling to and from the UK and Ireland.

With the immediacy of Brexit we have continued to enjoy success by welcoming the Manchester PRM Team into our Family and seen a number of success in growing our business such as the recent "Aloha" launch by Blackjack in Gatwick and the launch of our new customer service programme that all have attended and have raved about.





Message from
Managing Director

Welcome

This publication also highlighted our terrific 110% Club. The “Event of the Year” where Omni Serv and Blackjack Families meet to celebrate exceptional colleagues who demonstrated throughout the year exceptional service. Our top 10 Gold Winners trip in Edinburgh and Dublin will follow in our next edition.

Every year I am delighted to be part of us, making a difference to the passenger journey by excelling in delivering with passion. I find it humbling hearing all your stories of service excellence and the extra mile that you go to each day.

Enjoy this summer edition, it is your stories and I look forward to reading many more.

Please stay safe and hydrate this summer!

Antony Marke
Managing Director

Ask an Expert!

Absence

Q. What are the triggers for AIP in relation to absence?

A. For AIP the triggers are 3 days or 2 occasions in a 13 weeks period OR 8 days or 5 occasions in a rolling 12 months period.

Q. Do I need to trigger in order to be escalated in the programme?

A. No, not necessarily. The purpose of the programme is to help assist the employees’ attendance within the workplace inclusive of discussing solutions such a reduction of working hours (where possible) etc. The triggers are presented enabling the employee to trigger onto the programme, if, however there is no substantial improvement within the 12 months of exiting then the company reserve the right to escalate.

Q. If I exit the programme and trigger within the review period, does the programme restart?

A. No. Subject to the periods / occasions of absence the employee will either return to the level that they exited from or escalated. E.g. if the employee exited from Level 2, they will either return to Level 2 or escalated to Level 3.



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Highlights



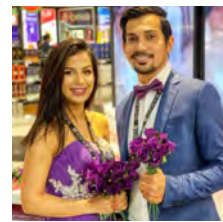
The British-Irish Airports EXPO

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Please have your articles submitted to the following address newtimes.stories@abm.com for the future editions of the New Times

Deadline 15/09/2019 for Edition **Oct 2019**

110% Annual Awards Ceremony 2019

Once again the Marriot Hotel on the Bath Road was the venue on the **14th May 2019, 68 colleagues** were welcomed into the 110%

Club in recognition of the amazing, consistent Customer Service they all delivered during the past year.



Our 2019 new contract representatives, **Manchester PRM** and **Stansted Blue Handling** were invited as observers this year to spread the words to their colleagues.

Top 10 110% Club Gold Award winners

From left to right

- Javed Dadabhoy** Ambi lift Driver – PRM - Stansted
- Mohamed Din** Supervisor - ITO - Heathrow
- Sharshana Samji** Groomer - AA Cabin - Heathrow
- Claire Richards** Team Leader – Ambassador – Heathrow
- Joel Fernandes** Supervisor – Ambassador – Heathrow
- Lovelyn Abbas** Lead agent – PRM – Heathrow
- Nasser Ticembal** CSA – VIP – Heathrow
- Patricia Wilde** Bus driver – Gatwick
- Angela Prince** Brand Ambassador – Birmingham
- Agnieszka Lagosz** Brand Ambassador – Heathrow



The final part of the ceremony and with great fanfare the **Top 10 Gold Award winners** were announced and once again some very emotional and surprised colleagues came forward to accept their **Gold Badge** and their **Boarding Pass** for a wonderful trip to **Edinburgh** and **Dublin!**



Gatwick Bussing



PRM and Blue Handling Stansted



Congratulations!



PRM Heathrow

Well done to all who attended and all who helped create such a fabulous event.



Ambassador Heathrow



PRM and BJP Edinburgh



Blackjack Promotions



Gatwick Bussing and Red Handling Team

The British-Irish Airports EXPO

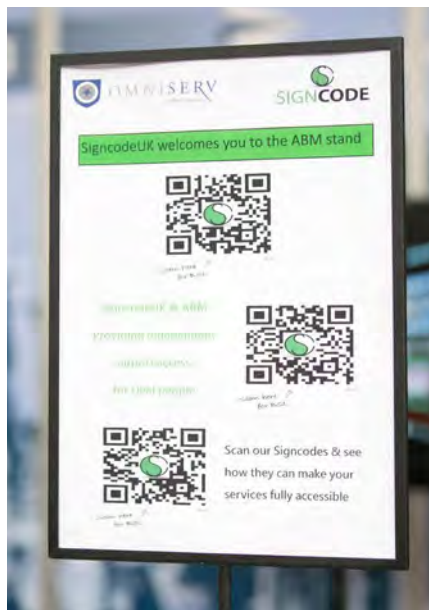
11-12 June 2019 | London

OmniServ partners with SigncodeUK to help deaf passengers

Airport assistance service provider OmniServ has partnered with SigncodeUK, an online provider of video translation services for the deaf, deafened and hard of hearing community.

The two companies have signed a memorandum of understanding, which allows OmniServ exclusive rights to use SigncodeUK's video translation technology in airports – both landside and airside – and with airlines. It will also be available to help deaf travelers in airport retail areas.

Samantha Saunders, head of innovation and regulatory compliance at **OmniServ**, part of **ABM Industries**, said, "This is a real game changer and a win-win for all sides. From the commercial point of view, it means airports, airlines and travel retailers can now communicate more easily and effectively with deaf or hard of hearing passengers.



"We will be able to create safety briefings for deaf passengers to play on airlines, security advisories so they know what to expect in airports, marketing materials for airport retailers and food and beverage providers.

"For deaf passengers, it will reduce frustration, help them get around airports more easily, allow them full access to a range of retail opportunities, and make sure they are fully informed of all the important safety issues that go along with flying."

"The partnership with SigncodeUK allows us to communicate with a section of the community which rarely uses our passenger support services but which can benefit enormously from them," added Saunders.

"D/deaf passengers just use a different language. This technology means we can communicate with them in their own language."



Accessible airports

ACCORDING TO CHRIS GARTON, COO, HEATHROW AIRPORT, IT'S BEEN A "FANTASTIC YEAR WITH RECORD NUMBERS OF PASSENGERS PASSING THROUGH BRITISH AND IRISH AIRPORT TERMINALS AS WELL AS INCREASING LEVELS OF PASSENGER SATISFACTION."



Liverpool John Lennon's customer services executive, Christina Smith, explained how staff training and a cultural shift is vital in ensuring all passengers can benefit from a smooth and enjoyable airport experience. In addition to providing training for its staff, Liverpool Airport is working directly with passengers with disabilities to ensure it can cater adequately for all travellers. In 2014, the airport joined a network of organisations working towards an Autism Friendly City region and the airport is committed towards training its staff in ASD awareness.



Airports can be challenging environments at the best of times and ensuring they are accessible to all passengers was a key theme throughout the two-day conference and exhibition with speakers taking to the stage throughout the day on Tuesday 11 June to discuss the challenges and opportunities for airports embracing the need to be accessible to all.

Agreeing that a cultural shift is needed, **Samantha Saunders, head of innovation and regulatory compliance at Omniserv**, stated that simple measures such as referring to staff who assist passengers with reduced mobility as "customer service experience executives" rather than "wheelchair pushers" will help. She also reiterated that no two passengers are the same, they all have different requirements so there is no 'one-size-fits-all' solution, as she urged all airports to "work towards a better level of inclusivity and understanding."



EGG-STAR Incentive

E-gate project



B5JSSK project was to support the additional nationalities through the E-gates with amazing ambassadors in the key locations around the immigration halls.

EGG-STAR incentive 15th April – 28th April.

Throughout the Easter holidays the Ambassadors were focusing on Smiling, Saying hello and making everyone feel important. EGG-STAR was a service incentive to ensure that every passenger has a great experience when travelling through Heathrow.

Every day, every shift, every terminal identified an EGG-STAR. This was the star performer of the shift.

We measured this success through the improved audits and as you will see they smashed it versus the Easter results last year.

2018 Excellent scores = 78
2019 Excellent scores = 92



This consisted of:

24 additional Ambassadors per shift per day

The introduction of dynamic deployment across all terminals

Dan Coburn leading the project and ensuring the consistent delivery.



We have improved the QSM scores, reduced the time breaches and received fantastic feedback from HAL

Suzy Birch
Head of Customer Service

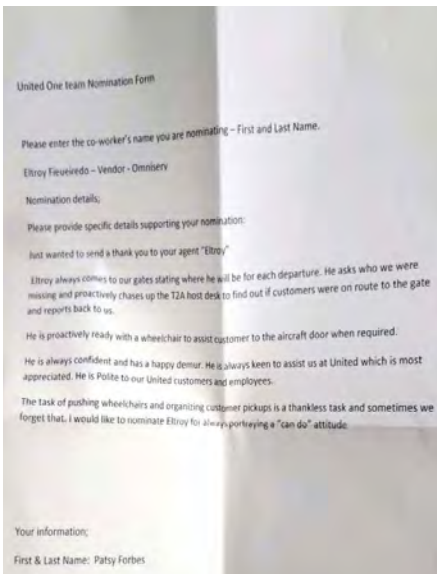


United Airlines Customer Service Nomination



FIGUEIREDO ALTROY, WAS NOMINATED BY UNITED AIRLINES CUSTOMER SERVICE DIRECTOR PATSY FORBES, FOR HIS "CAN DO" ATTITUDE, GOING ABOVE AND BEYOND IN HELPING UNITED CUSTOMERS AND EMPLOYEES.

Also Altroy was nominated as our Hero. Please read the Nomination form card below.



Excellent Feedbacks

We received 2 feedbacks from passengers, for staff members **Daniel D'Souza** professional approach and **Shelma Rodrigues** efficient and courteous approach.

“

Patricia Toti MA
Event and Training Solutions

Hello Cristina,

My name is Patricia Toti and I was flying through Heathrow yesterday (April 30th.) I had a knee injury and was walking painfully with a cane.

Your employee Daniel D'souza saw me and approached me to see if I needed help. He was very professional, helpful and kind. I asked for his name and his bosses' e-mail address because I wanted to recommend him for his work.

As a regular passenger through Heathrow, I appreciate when I come across helpful workers who are trying to make the passenger experience a good one.

Many thanks!

“

“

Marion Donnelly

Good afternoon

I travelled by Aer Lingus yesterday on the 13.25 flight Heathrow to Belfast City.

I had an accident at the week-end and needed wheelchair assistance at Heathrow.

I arrived late and was in danger of not getting my Flight.

A young lady called Shelma took me by wheelchair to the boarding area and we made the flight.

She was kind courteous efficient friendly and only for her quick thinking I would not have made it.

I want to commend her, she made me feel secure and optimistic.

Well done to your wonderful staff.

“

Well done everyone!

Elena Cristina Georghe
T2 PRM Operations Manager



Terminal 3 PRM News

Heathrow Midnight Marathon

EACH YEAR THE EVENT GIVES AN OPPORTUNITY FOR OUR PEOPLE TO RUN DOWN A HEATHROW RUNWAY IN WHAT IS A TRULY UNIQUE AND SURREAL EXPERIENCE, ALL WHILE RAISING MONEY FOR CHARITY.

If you work for Team Heathrow – which means being a part of one of over 400 companies that keep Britain’s busiest airport running every day – then you are eligible to run.

This year **Mustafa** represented us with various other colleagues including **Ian Mitchell**.

One of the best experiences of my life to run on one of the world’s busiest runways. I participated for the first time and will continue to participate over the coming years. Although it was tiring it was great fun and a truly unique experience.



Congratulations!

New Management Team

Bobby Close



T3 have a new management team in place from the middle of June .

Bobby Close joins from Cathay Pacific Airways as the Terminal Manager and **Mustafa Hairan** as the Operations Manager with 7 years OmniServ Experience .

Bobby has worked for Cathay for 6 years as one of the Senior Leadership team for UK/I in Sales and Marketing. As Head of Inside Sales she looked after the Reservations and Ticketing Contact Centre including Special Assistance , Customer Relations, Groups and Sales Support as well as Interline . Prior to that she worked as Sales Manager for Hertz where she gained her Lean/Six Sigma experience and British Airways in various roles including Project Management, Business Travel and British Airways Travel Shops.

Welcome on Board!



Mustafa started his Omniserv career in T3 as a Supervisor and was here for 3 years . He was then promoted to Customer Experience Manager and moved to Terminal 5 for 3 years and finally came back home to T3 as Operations Manager in April 2019. New ideas alongside varied experience have already started to bring around change in the terminal and the entire management team are working on achieving operational excellence.

New Welcome Host

Amanda Phillip



Please welcome Amanda Phillip to the Omniserv Team . Amanda has joined us as our only Welcome Host . Amanda does a fantastic job greeting all of our passengers with a smile and her warm and friendly nature. She does a great job putting our passengers at ease and ensuring they are ready for a seamless journey through security.

Excellent Feedbacks

“

**Feedback form Claire Care
PEM, HAL**

Today T3 has been so very busy and you have assisted more passengers than T5, no easy task! The late team really pulled together today.

Whilst I was on walk around with Suzy I bumped into Abdul in every area I visited. He stayed late to help Bally get through the huge arrival peak that occurred around 16.00. All the supervisors were leading from the front today.

Abdul is truly a unsung hero and works so hard. He is well respected in the terminal and has such a calm manner about him. Please can you pass on our thanks to him

“

**Feedback from Medhat @
American Airlines**

I would like to thank you and your team for their great help and assistance with the lift off passenger on our inbound flight AA78 at gate 336 on the 3rd July.

The passenger needed to be handled with extra care and your team did exactly that.

Your team:-

Mohamed

AJ

Simon

Regna lead by Mr Gill the supervisor.

Their dedication and professionalism were very much appreciated by the passenger, her family and myself.

“



“

**Feedback from Christine Vets via
British Airways**

Dear Sir,

I would like to thank you from the bottom of my heart for the Heathrow passenger assistance.

This service is truly valuable for disabled passengers - like me - who could not travel without it.

I fly from Heathrow to Hong Kong two to three times a year.

The persons in charge of this service are so nice, so patient, so professional!

One of the last persons in charge was called Samia Meghalet. She even remembered me from last time I had flown – to my sheerest amazement!

Thank you so much for the great service you are providing,

“

“

**Feedback from Noel Gilson via
British Airways**

Everything went so smoothly for me yesterday morning.

I do appreciate the assistance and Mr. Mereh was most helpful - from the door of the aircraft to the car that came to pick me up.

My thanks to all of you for the help.

“

Well done!

“

**Feedback from a Virgin Atlantic
Passenger Sonnie Barham**

Ms Samia Meghalet assisted me with check in at Heathrow airport today. She was particularly kind and helpful as I am handicapped and she exceeded requirements to make the process both easy and efficient . All too often people take the time to report service that is inadequate or deficient and forget to inform when it is superior. I don't want to miss that opportunity.

Thank you,

“

New born child ‘Frank’



Our Lead Agent **Zibbi** and his wife **Iyabosola** have welcomed their first born child ‘Frank’.

Franciszek William Miedzianowski was born at 14.47 on the 05th July weighing in at 3.4kgs, the whole family is doing well.

The entire T3 family wishes them all well and are looking forward to having Zibbi back as part of the team.

Bobby Close
T3 PRM Terminal Manager

**Terminal 4
PRM**

**Abu Dhabi
2019
Special
Olympics**

14th-21st March 2019



SPECIAL OLYMPICS TOOK PLACE ON THE 14TH MARCH 2019 TO THE 21ST MARCH 2019 HOWEVER ALL TEAM FLEW OUT ON THE 8TH OF MARCH TO ABU DHABI WHERE IT TOOK PLACE.

VARIOUS TEAMS FLEW OUT ON ETIHAD INCLUDING TEAM GB.

*Junaid Khan
T4 PRM Operations Manager*

**Terminal 4 PRM
News**



This was the largest sports and humanitarian event recorded featuring 200 nations, 7000 athletes and over 20,000 registered volunteers.

Some of the sports include Badminton, basketball, cycling, golf, football, judo, swimming and many more.

We were proud to welcome some of these teams including team GB through Heathrow Terminal 4 as they departed onto their flights with Etihad, excited and full of energy.



They also arrived back into Heathrow Terminal 4 with Etihad.

The large proportion of these passengers had learning/hidden disabilities including Autism, Down Syndrome and others.

Dedicated agents were on hand daily to support with their every needs.

Great support!



Terminal 5 PRM News

New T5 PRM Terminal Manager



Wayne Saunders joined the T5 Team on 13th June as T5 PRM Terminal Manager.

Wayne joined Omniserv in March 2018 as Contracts Manager for VIP Services.

He also helped support our Edinburgh PRM Contract for a period of time at the end of last year during the summer peak. More recently Wayne has supported T3 PRM and was also part of the Start Up Team in Manchester for ABM Aviation.

Wayne previously worked on the PRM Contract at Gatwick for 17 years until his move to Heathrow and OmniServ. We bid farewell and good luck to Steve Wilson who left us at the end of June to start his new ventures with HAL.

Congratulations!

Customer Satisfaction Scores APRIL - JUNE 2019

+0.33

ALL ELEMENTS OF THE PASSENGER JOURNEY HAVE INCREASED YOY. +0.33 VS LAST YEAR

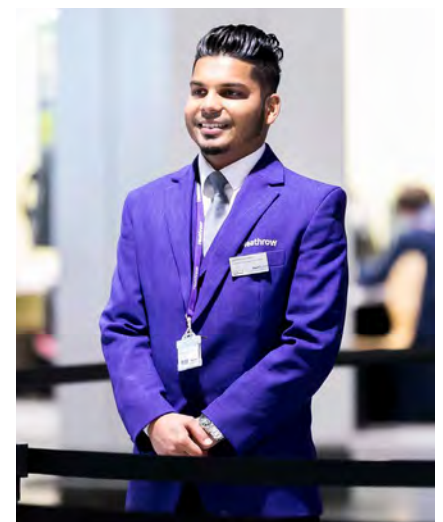


Terminal 5 Trials

In April & May 2019 T5 worked alongside **HAL & IATA** to deliver a **Meet & Assist** trial, this was designed in collaboration to understand how we can provide a choice to our passengers.

Meeet & Assist trial – Team of 5 Agents with language skills would meet the flight and engage with passengers to understand their requirements, if they had booked assistance, was it for a disability or did they require help with bags, Wayfinding etc.

We were then able to provide bespoke service to the passengers either using equipment or escorting them to where they wanted to go. Feedback on the results and collaborative working was then presented at the IATA meeting.



*Stephen Wilson
T5 PRM Manager*

Well done!



ITO News

Heathrow Family day



Saturday the 15th June marked another annual Heathrow Family day, Weather was good no rain forecasted.



With around 3000 Staff and family booked to attend a fun filled day, from snow ploughs to Police helicopters and a brand new Virgin Dreamliner to explore.

We were asked this year if we could supply three buses rather than the two we normally deploy, request we were happy to support.

Drivers names, **Selma Adamjee, David Busby, Chris Pye**, enjoyed the day so much well organised by HAL plenty of refreshment and lunch thrown in, all three said it wasn't like working for the day.



**Well done
ITO Team!**



VIP News

T2 VIP connection recognition



Our T2 star alliance connections team recognised by airlines and the alliance alike for their hard work and dedication for this service.

On the 29th May the team were invited to attend a ceremony in Terminal 2 to celebrate the launch of the Star Alliance Connection Service.

Yasmin Malik and **Saheed Mehmood** were both recognised.

We have successfully assisted over 2000 short connections passenger to flights, it was mentioned during the speech that Omniserv was the 'back bone' to the contracts success !

Well done to Maria and her Team!

Cricket World Cup



The cricket world cup arrived at Terminal 3 , Team leader Tejus and the Emirates porters were on hand to assist the SriLankan Cricket with equipment and escorting them to the arrivals lounge !



Well done!

Excellent Feedbacks

“

Usama Hye
Customer Services Representative for United Airlines at Terminal 2

I am writing to you as I would like to provide you with some positive feedback, regarding three of your employees, Mr Saheed, Mrs Yasmin and Mr Suliman.

Since we opened the facility, I have worked and interacted on numerous occasions with these three agents during our operations hours between 0600 and 2000. All three, have been extremely professional, helpful and friendly, firstly to our customers who are in need of assistance, but also with myself and other United colleagues who work on the Star Alliance desk.

I would like to commend all three of these colleagues for their excellent and outstanding professional mannerism as well as knowledge of the product involved. These days it is quite rare for people to provide positive feedback, so please accept my message as a word of appreciation for these three outstanding members of staff. I believe there will be a way for you to reward them in some way or another.

Please pass on my sincere thanks to them and I look forward to working with them in the near future on the Star desk.

“

Maria Flynn
VIP Operations Manager



OmniServ and Nescot College. Supported Internship

OMNISERV HAVE BEEN WORKING HARD TO IMPACT THIS STATISTIC AND THURSDAY THE 13TH OF JUNE WAS AN IMPORTANT DAY FOR US - IT SAW THE SUCCESSFUL COMPLETION OF OMNISERV'S FIRST SUPPORTED INTERNSHIP!



Back in late 2017, OmniServ partnered with the Heathrow Access Advisory Group (HAAG) to launch a supported Internship in conjunction with NESCOL – a College of further education based in Epsom. NESCOL has a foundation learning programme which works with young people with disabilities with an aim of getting them into employment.

One of the routes is through an internship. This is where young people join a company to experience one or more job roles to learn new skills and to see if it's a job they would like to do in the future. They do this with the support of a job coach to help them adjust.

In October 2018 we had 3 interns join OmniServ on the PRM operation, Taylor, Joshua and Jack! The students went through induction training which we delivered in a slightly different way as a reasonable adjustment and all passed with flying colours!

The interns began their journey in Terminal 4 where they were welcomed by Sam, Junaid and the team. They started in departures, based in the host area, meeting passengers and preparing them for security. Once the magical airport ID was picked up, the interns starting assisting passengers through security to the airside host area. Whilst they had some nerves about getting lost (who doesn't) the interns did exceptionally well and were fantastic at looking after our passengers.

After some time, the interns wanted to expand their knowledge so moved over to Terminal 3 to experience a busier terminal, a more complex infrastructure and get to know a new team! Yet again, the students excelled in their role and their newly found confidence and customer skills have been demonstrated day in day out.

Now, after a busy 8 months, the interns have come to the end of their programme.....in the last week of their internship we presented each intern with

a memory bag as a gift with lanyards, keyrings and most importantly photos to help them remember their time with OmniServ at Heathrow.

SO WHAT HAPPENS NEXT FOR THE INTERNS.....

Joshua now has the confidence to work in a customer service environment and has chosen to apply for a sales job in GAME using his hobby to find employment!

Jack has decided to also use one of his passions to take on work experience in a garden centre as he loves gardening and wants to offer help and advice to customers and wants to use his customer skills he has developed with us.

Taylor has decided that he loves the airport so much that he wants to work here and we are incredibly proud and pleased to have offered him a part time job as a Passenger Service Agent starting in September 2019



London Gatwick Bussing

Gatwick Immigration Team

The Airside operation

The Airside Gatwick bussing team were proud to receive the first of 6 brand new Cobus for the summer operation.

It is great to see continuing investment in our staff and equipment with the last delivery expected in July 2019.



The Omniserv immigration team in the North Terminal at Gatwick Airport have been working closely with the Airport and UK Borderforce to be ready and prepared for increase in passengers being able to use eGates ready for the summer season.

The team have been instrumental in working with all teams to plan, re-design and provide manpower for the summer peaks.

The team have worked extra hard on this and are prepared and ready - *Go for it Team!*

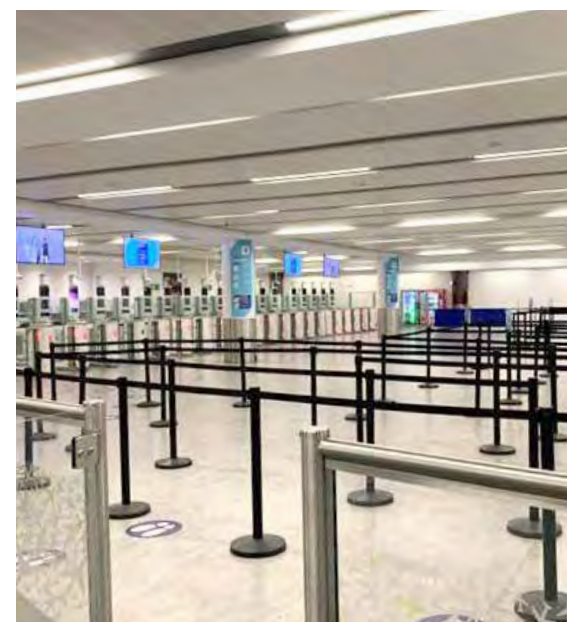
Sustainability & Environment



THE IMPORTANCE OF SUSTAINABILITY AND THE ENVIRONMENT ARE KEY TOPICS AT GATWICK AND WE WERE PROUD TO HAVE COMPLETED A TRIAL WITH A BRAND NEW HYBRID BUS ON OUR LANDSIDE STAFF CAR PARK SERVICE.

During the first week of April 2019, OFJ connections operated a 2018 Mercedes Citaro Hybrid. The bus was driven by 25 drivers over a 5 days 24 hours period and their feedback and comments were recorded.

This trial provided great data and feedback to both Omniserv and Gatwick Airport on the future of vehicles and transport.



John Rickards
Head of Aviation – Gatwick



Blue Handling continues with huge success

83%

MAY 2019 OTP WAS 83% AGAINST MAY 2018 WHICH WAS 52%

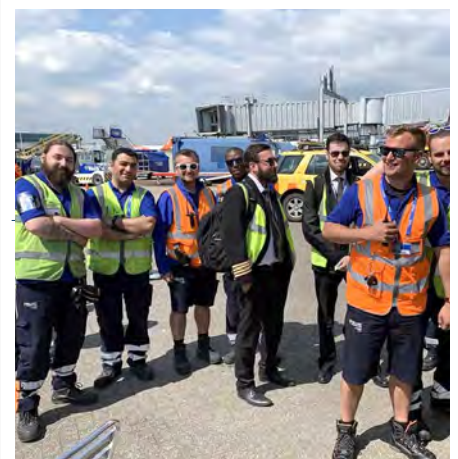
ALONGSIDE THIS EXCELLENT OPERATIONAL PERFORMANCE WE HAVE BEEN TAKING PART IN FOOTBALL MATCHES & SAFETY DAYS.



Safety days!

Please see some of the pictures from the safety day at Stansted held by MAG today where there was a good turn out from Blue Handling and Omniserv.

We had a good opportunity to engage with other stakeholders on site here at Stansted to discuss, raise awareness and share knowledge and experience.



I had some good conversations with the team who visited around.

Well done!

*Kate Newcombe
Head of Stansted*

Blue Handling football team



BLUE HANDLING FOOTBALL TEAM PLAYED THEIR FIRST MATCH AGAINST JET2 AT STANSTED IN MAY. THE TEAM WAS MADE UP OF BLUE HANDLING STAFF FROM ACROSS ALL SHIFTS FROM FRONT AND BACK OF HOUSE.

It was a close match with Jet2 taking the lead in the 1st half..... however **Kieran Heap** equalized for **Blue Handling** with **Chris Hughes** scoring the winner!



“

Antony Marke, managing director, OmniServ, said

We are very excited to expand our strategic partnership with Ryanair to provide ground handling resource at Stansted Airport. With one of the industry's largest aviation service portfolios, OmniServ, which is part of ABM Aviation, is uniquely positioned to provide best-in-class service and innovative solutions to airports and airlines around the globe.”

“



Well done everyone involved!

Blue Handling Recruitment. New RCO

Reece Gevaux-Adams



Introducing our new RCO – Reece Gevaux-Adams.

Reece started as an allocator in the Stansted PRM operation in April 2018, he quickly moved onto the Blue Handling chocking and conning team in July 2018 and has worked within Blue Handling ever since.

CONGRATULATIONS REECE – OUR YOUNGEST RCO!

Welcome!





World Down Syndrome Day 21.03.2019

WORLD DOWN SYNDROME DAY IS A GLOBAL AWARENESS EVENT AND SOME OF THE TEAM DURING A TRAINING DAY WERE ONLY TOO HAPPY TO SHOW THEIR SUPPORT.

3 YEARS

Omniserv wins 3-year extension at Liverpool John Lennon Airport

Congratulations to Julie & all the Team at Liverpool for their fantastic efforts over the last three years. It hasn't gone unnoticed by the airport. Omniserv started a three-year extension to their contract from the 1st July 2019.... Great effort by everyone.



Well done!

Christopher Evans
Operations Manager

All people with Down syndrome must have opportunities to live fulfilling lives, included on a full and equal basis with others, in all aspects of society.



Pro Move Sling Training

All Omniserv staff at Liverpool John Lennon have gone through training on the pro Move Sling. The pro Move Sling perfect solution for wheelchair users in many different environments to ensure a safe and easy transfer, especially when travelling.



Liverpool Champions League Final



Omniserv were proud to assist travelling Liverpool fans on their way to the Champions League Final in Madrid on the 1st June 2019.

The atmosphere of the fans made for a very special occasion... Ending in Liverpool being crowned as Champions of Europe.



VIP services in EDI

Safety week

WE PARTICIPATED IN SAFETY WEEK WHICH WAS A SUCCESS.

DOUGLAS COLLINS OUR SAFETY CHAMPION COMPLETED HIS SQA COURSE ON FIRST AID THIS WEEK ALONG WITH THE MANAGEMENT TEAM.



David Cordiner
Station Manager

Launch of the first VIP service



16 MAY

We had a General from the US army travelling with his officers (6 in total) and we really pleased with the service we offered them as they were travelling on 3 different flights to the states.

The organiser has informed me that they will utilise our services again for anything related in the North.

Well done, Team!



Manchester Airport PRM News

Welcome Soiree *Cocktail event*

ON TUESDAY 25TH JUNE THE PRM MANAGEMENT TEAM IN MANCHESTER WERE PRIVILEGED TO HOST A “WELCOME SOIREE” WITH CLIENTS, MANCHESTER AIRPORT.



*Kate Gllasup
Head of Operations*



The event gave a unique opportunity for the client to personally speak, and get to know both the **PRM Office** and **Duty Management teams** who are integral, to the success of this exciting partnership

Manchester Airport delegates attending the evening were **Michelle Foster** Head of Special Assistance Services, Customer Service Team. **Ashley Horsfall** Special Assistance Services Manager, Customer Services Team. **Matt Austin**, Special Assistance Services Co-ordinator, **Lee Wasnidge**, Director of Customer Service & Security, and **Brad** Chief of Staff .

Senior Management at ABM included **Jim Niblock** Director of Operations, **John King** Finance Director, **Kate Glassup** Head of Operations, and **Samantha Saunders**, Head of Innovation & Regulatory Compliance.



The PRM team included **Marc Buckle** General Manager North, **Michelle Baxter** General Manager Manchester, **Natalie Parker**, HR & Recruitment Manager, Duty Managers **Oscar Stansfield**, **Andrew Chappell**, and members from the Compliance, Payroll, and Analyst teams.

Great news!



Middle East News

Gorgio Armani Masterclass in Milan

DFS

Blackjack were proud to support DFS & Abu Dhabi Airport with their T3 Spring Campaign providing an exciting, engaging way of rewarding customers with store discounts and prizes.

We had staff managing a large wind tunnel full of colorful paper butterflies containing wonderful prizes that customers had the opportunity to put their hand in and grab.

Prizes ranged from store credit, discounts in DFS & Travelex, cameras and even bars of gold!



Hasbro

Blackjack MENA are very proud to announce we are now providing promoters to the domestic retail market. We have partnered with Hasbro to provide a great promotions team to work across 5 different malls across Dubai.

LOREDANA HAS BEEN ONE OF 18 BA'S TO REPRESENT L'OREAL AT THE GORGIO ARMANI MASTERCLASS IN MILAN.

It's with great pleasure that I wish to share with you that Loredana has been one of the 18 people chosen to attend the Masterclass of Gorgio Armani in Milan.

There were only 18 people chosen and some countries did not have any BAS selected so I'm very proud that we have Loredana presenting Ireland.

Loredana thank you for your dedication and commitment to the brand and we very much value your work and we wish you a great success in Milan and we look forward you sharing your experiences when you are back. I will forward you the details.

Imperial Tobacco

BLACKJACK ARE EXTREMELY EXCITED TO HAVE PARTNERED WITH IMPERIAL TOBACCO TO PROVIDE PERMANENT BRAND AMBASSADORS WITHIN DUBAI INTERNATIONAL AIRPORT

This is part of an unlimited placement across all terminals to support with the sales of a range of cigarettes, tobacco products, cigars and accessories.

We look forward to a continuation of great partnership and success!



Well done, Loredana!



Talking Travel Retail

The first Oxley promotion in the UK for this unique gin



It's uniquely created to extract the freshest botanical flavours and each bottle is handcrafted and numbered.

The reason why this is unique, it is the first gin to be distilled below freezing point!

Our Blackjack Team in Terminal 3 had a fantastic time promoting the product and sharing the unique story to passengers, so much so, they achieved well over their sales target.



Liquor Roadshow



ON APRIL 16TH WE HOSTED OUR ANNUAL LIQUOR ROADSHOW AT WORLD BUSINESS CENTRE 2.

WE HAD 8 LIQUOR CLIENTS COME ALONG TO TRAIN 20 OF OUR TEAM, BOTH NEW RECRUITS AND SOME WHO HAVE BEEN WITH US FOR LONGER. THIS IS A GREAT WAY TO ENGAGE NEW STAFF, INTRODUCE THEM TO CLIENTS AND TRAIN THEM ALL AT ONCE.

Each team had 20 minute sessions with a client who showcased their latest products.

We had a great variety for them to try including the new Baileys Strawberries and Cream, served in a waffle cone with whipped cream and freeze dried strawberries. Ciroc vodkas, The Bushmills Irish Whiskey range, Tamdhu whiskies which were new to our team, Jura and Dalmore, Macallan, Lakes Gins, The Legends range from Glenmorangie, Benriach, & Woodford reserve whiskies.

Pop-Up with Foreo

Foreo has launched a new pop-up store in LHR T4. Blackjack staff will be showcasing this Swedish beauty-tech brand with their range of devices including the Luna range, the 90-second UFO smart mask and the ISSA 2 toothbrush using specially installed customer basins.



Taking to the Stage in T3 with Jo Malone London



THROUGHOUT MAY BLACKJACK HAD 6 STAFF MEMBERS PER DAY PROMOTING JO MALONE

THE STAFF WERE INTERACTING WITH THE CONSUMERS BY OFFERING HAND AND ARM MESSAGES, AS WELL AS ENCOURAGING PARTICIPATION FOR A GAME ON THE IPAD FOR A CHANCE TO WIN GIFTS.



The team exceeded on all expectations and gained great feedback from the Brand.

There was a great team performance demonstrated between the brand and Blackjack staff and top delivery from our operations managers **Paulina & Mustafa**.



Estee Lauder & BA Media Collaboration in T5 BA South Lounge

This month we have been supporting Estee Lauder, offering treatment services to BA passengers whilst they are waiting in the BA lounge, promoting luxury skin care, Re-Nutriv Range with the personalised offer for the product to be engraved and wrapped with a personalised ribbon



International Womans Day

Celebrating the **international woman's** day in style, with **Blackjack Promotions** show stopping BA's, handing out purple flowers to all woman traveling through Heathrow Terminal 4.



T4 Ramadan Activity

IN CELEBRATION OF RAMADAN, BLACKJACK PROMOTIONS PROVIDED DUFRY LHR TERMINAL 4 WITH A SELECTION OF OUR EXPERIENCED BA'S TO SUPPORT THE RAMADAN UPLIFT WITHIN THE CONFECTIONERY AND FOOD DEPARTMENT.



T2 Face painting Activity



To kick off Summer, **Blackjack Promotions** very own professional face painting artist treated the customers at **LHR T2** with a complimentary face painting experience, this activity was accompanied with an experience brand ambassador focusing on delivering top notch service to the parents whilst their children had their face painted.

T2 Cocktail Making Event

BRINGING A TOUCH OF COLOUR TO THE SHOP FLOOR WITH A SELECTION OF OUR EXPERIENCED LIQUOR SPECIALIST, TREATING THE CUSTOMERS TO A TASTY SELECTION OF COCKTAILS. PROMOTING BRAND AWARENESS BY CREATING A BUZZ ON THE SHOP FLOOR.



Celebrating Gran Canaria Pride

BIRMINGHAM

- Celebrating the Gran Canaria Pride with the message “Love is Love”
- Selfie frame with props to slow the PAX footfall and interact with photos
- Destination targeting on all Canary routes. Canaries WTD £55k
- Sampling in LIQ, with a focus on Ciroc, sales WTD +19%
- Summer Fragrance spraying, demonstrating our top sellers
- Glitter Artist on CTT face painting and adding some fabulous sparkle



Well done, Team!

Chocolate Football Fun in Luton!

The Blackjack team in Luton have been helping Cadbury's to celebrate being the official snack partner of the Premier league with an interactive football game that has been driving footfall into the Aelia Store.





Slane Irish Whiskey



Slance Irish Whiskey is being promoted in Terminal 1 for the month of June and is being headed up by our **Brand Ambassador Grant**, who recently joined the Blackjack Team.

The promotion happens to be running at the same time as the epic yearly concert held in Slane Castle which this year will be headlined by Metallica.



Ireland News

Milka, Cadbury and Oreo Promotion

Our staff thoroughly enjoyed covering the recent promotion held in T1 for the months of April and May for **Mondelez** promoting their **Milka, Cadbury and Oreo Biscuit Ranges**.

Our miniature passengers were delighted with the offerings from our promotional staff.



T2 Renovations



DUBLIN AIRPORTS T2 HAS BEEN UNDERGOING SOME REDEVELOPMENT OVER THE PAST YEAR.

Phase one of the new P&C shop was completed in April and Blackjack had the pleasure of launching some of the new brands now available in the Travel Retail market for the first time in Ireland.

We were delighted to represent some new and existing clients launch their new brands in Dublin. bareMinerals, Too Faced and Erborian are some of the many new brands now available in T2.

The next phase is due to open in July and we look forward to working with many new brands offering passengers much more choice in Dublin.



Permanent Staff Appointments

Monika & Roisin



We have had two recent permanent staff appointments to the **Blackjack Ireland Management Team.**

Monika joined our team as our new Travel Retail Supervisor from March and has been assisting **Amy** in developing and growing our consultants within Dublin Airport.

Roisin also new to the Blackjack Ireland team joined our staffing team in June and is looking forward to learning more

Congratulations!

Permanent Recruitment

We are currently expanding into the Permanent Recruitment area. Our **Recruitment Manager Ann McEntee** is welcoming the challenge and looking forward developing further business in this area.

Some of our recent placements were with **Allegro** and **Elemis**, well done **Ann!**



Geotagging and online Reporting



BLACKJACK IRELAND ARE THRILLED TO BE FULLY UP AND RUNNING AND MORE IN LINE WITH OUR UK COLLEAGUES THROUGH OUR ONLINE ROSTERING SYSTEM.

Our staff are now fully engaged with our Geotagging and online reporting tool.

Norma Murphy Head of Operation for Blackjack Ireland says:

“

We were apprehensive at first about how our staff would receive the changes, I am delighted to say that most staff adapted very quickly and during the first month we had a 96% response rate

“

It has been a welcome addition to both our clients and ARI with much more visibility for our staff and real time reporting.

110% Club Award

LOREDANA OUR EMPLOYEE OF THE YEAR RECENTLY ATTENDED AND REPRESENTED THE IRISH TEAM FOR HER OUTSTANDING CONTRIBUTION TO BLACKJACK IRELAND.

Loredana was joined by her colleague Irina and they both thoroughly enjoyed their trip to attend the awards.



Congratulations!



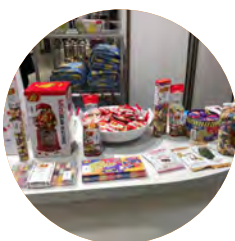
Experiential

Jelly Belly Sampling Hamleys



From the 11th – 16th April, Blackjack worked with Fine confectionary to promote their new Harry Potter Jelly Belly range.

We provided a brand ambassador in 6 x John Lewis stores around London and Bluewater to engage with customers and encourage them to try a sample, create awareness about the Jelly Belly promotion and communicating the key messages, and ultimately encourage customers to make a purchase.



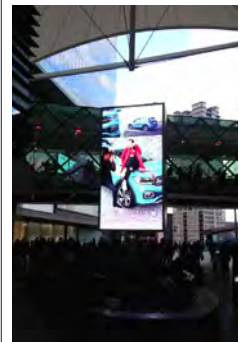
On 27th and 28th April, we worked with media agency, Ocean Outdoor, and provided them with 1 x Event manager and 1 x BA at Westfield Stratford on an activation for Volkswagen.

The aim of this campaign was to encourage the public to star in their own advert for VW.

GREAT TEAM WORK!

VW Ocean Outdoor – Stratford

A photo opportunity was used where participants could take photos in front of the car and then upload onto the big **Ocean Outdoor media** screens for everyone to see!



Our team also encouraged participants to share on their own social accounts and handed out leaflets alongside this.



GWR – Delay Repay & Smart card



Blackjack worked with GWR to promote their Delay Repay and Smart Card campaign by handing out wallets and leaflets to customers travelling during the peak rush hour times. On 24th April and 22nd May we provided 76 x staff on each day consisting of 2 x Brand ambassadors and a team leader per station, at 19 x train stations across the UK. The aim was for our team to raise awareness of both schemes.

Barbados – BMTI Excel & Ascot

Blackjack have been working with Mirabelle Communications, a media agency to provide brand ambassadors on a series of events Barbados tourism have been touring.

CTT Eid Build Contentainment Terminal 4



In the dedicated CTT site we bought the space to life by creating a patterned flooring and wrapping of a unit for the gift wrapping to take place on in a beautiful and elegant pattern, synonymous to the cultural style.

As part of this space, various confectionary and fragrance brands were able to have their products wrapped for consumers to give to their loved ones for Eid. Blackjack worked on the concept, design, installation and logistics of this concept.

We are also staffing the campaign with our fabulous CTT brand ambassadors!

Blackjack worked closely with Contentainment (CTT) to create a gift wrapping station concept to celebrate Eid in Heathrow Terminal 4.



In order to promote Barbados as a tourist destination on behalf of Barbados tourism we provided 1 x Brand ambassador from the 24th – 27th May at an exhibition event at ExCel London, 2 x Brand ambassadors on the 11th May in Ascot and 1 x Brand ambassador on the 17th May at Higginson Park for the Pub in the Park event.

Well done!

The primary objective was to welcome all visitors to the stand and to engage with them and communicate key messages on Barbados as a destination.

There was also a competition for a prize trip to Barbados where it was the brand ambassadors responsibility to encourage visitors to participate.



Ask an Expert!

Q. Am I able to enrol onto the Company childcare programme?

A. On the 23rd April 2019, the HR team circulated a memo advising of the changes impacting the childcare voucher scheme. This is a reminder to that notice. Due to government changes in October 2018, OmniServ can no longer enter employees into the Company childcare voucher scheme. The primary change resulted in the government commencing their own scheme via the Department of Work and Pension resulting in a private schemes to terminate. If you wish to receive childcare vouchers, please refer to <https://www.gov.uk/help-with-childcare-costs/childcare-vouchers> for further information in relation to this change and/or to apply for support directly with the Department of Work and Pension.

Q. Does the company need to invite me to attend an investigation meeting?

A. There is no legal requirement to invite an employee to attend an investigation meeting. The purpose of the investigation meeting is to ascertain (understand the facts) the events that have occurred. The company would advise managers to conduct an investigation in the moment, i.e. when the incident comes to light, in order to ensure the content of the investigation is as authentic as feasibly possible. No decision is determined during an investigation meeting.

HR Teams

Corporate



Amy Parkin

Amy is an MCIPD qualified HR professional with over 20 years' experience working at a management and executive level with the last 6 being spent with OmniServ. As an expert in working with complex unionised environments and developing strategy for people development and management across multiple sites and environments, Amy, Head of HR, is committed to ensuring excellence in HR.



Palvi Sharma - Bains

Palvi is a CIPD qualified HR professional with 5 years' experience. Palvi started her career at Dufree (previously known as WDFG) and expanded her knowledge through work based placements and academic research. Palvi joined OmniServ in 2016 working predominantly with the PRM operation and then supports supports Amy Parkin as Corporate HR Business Partner and now as Corporate HR Manager.



Maria Honey former Kostynowicz

After a long career with the Company, Maria now heads up the HR function of Blackjack Promotions. Maria has an intimate and extensive knowledge of the business and this makes her an invaluable member of the wider HR Team.

Heathrow



Anam Mazhar

Anam Mazhar who joined the business on 26th November 2018, as HR Manager for London Heathrow. Anam has previously worked within the FMCG and manufacturing companies as HR Manager and HR Business Partner. Having completed a law degree and an LPC she has strong background in employment law and a passion for ER in general.

Anam is not shy of managing challenging situations and is an expert in restructure and change management programmes. She is

committed to succession planning and developing teams inclusive of managers enabling a consistent and robust approach to people management.



Harminder Johal

Harminder worked in the aviation sector, American Airlines and Air France, with a good grounding of HR Generalist experience. Completed my CIPD Level 7 in 2016. Harminder volunteer with a charity SWAT (Sikh Welfare Awareness Team), with youth projects, summer camps etc, feeding the homeless. Harminder likes to be proactive with work and feel that she is a firm believer of being solution focused.



Samir Patel

Samir started his OmniServ career within the ID team, however having previous HR experience began supporting the BA Cabin operation in this capacity. He is now HR Advisor for the AMB & ITO Contracts



Sue Scheide

Sue recently joined Omniserv in June 2019 as a HR Advisor supporting the BA Cabin operation. Sue’s previous experience includes working as a People Services Manager supporting Heathrow Cargo operations, in a unionised environment, for an Airline.

after a long serving career with Sainsburys (23 years), the last 2 years working on a Software Project for Checkouts at Sainsburys Head Office, and prior to that 3 years of HR experience in a variety size of Stores supporting the HR Manager and guidance to Management and a numerous position in Management.

Stansted



Laura Fenwick

Laura joined the Blue Handling team on launch day as HR Manager. Starting her career in HR 9 years ago as a HR Administrator within the care sector. Laura’s moto is treat everyone as you wish to be treated and the right result will almost always follow.



Allison Tarran

Allison joined Blue Handling in February and has worked at Stansted Airport for 8 years. Allison has 30 years HR experience and completed her CPP and HNC in Business whilst working at GlaxoSmithKline.

Allison provides advice and support as a key member

of the HR team and prides herself on forging excellent working relationships with all levels of staff and managers.



Jade Clifford

Jade’s career at the airport begun within security with the Manchester Airport Group (MAG) before starting at Blue Handling in December. Jade is currently studying her HR CIPD level 3 and as a HR Administrator, she is an integral part of the team providing advice and support.

worked alongside Airside operations assisting them with gate trials and I was nominated and won a ‘Shining star’ award from Edinburgh Airport for my work.

I joined Omniserv in December 2018 as a Regional HR & Training Advisor and I’m thoroughly enjoying the fresh challenges. I also deliver training daily and I deliver induction training and mandatory refresher training, In my short time with the company I’ve assisted in Liverpool, Manchester and London Heathrow



Natalie Parker

Natalie joined the team in May 2018 and brings a wealth of operational knowledge to the team following 18 years of airport and ground handling experience with companies such as GlobeGround, Croatia Airlines, Royal Brunei Airlines, ASIG and Menzies. She is now HR Manager for Manchester PRM contract.

Gatwick



Carol Doherty

Carol joined the Company in March 2018 after a long serving career with Sainsburys (32 years!) the last 20 years being as a HR Manager. Carol is a very welcome addition to the HR team and despite originating from a completely different sector has quickly got to grips with the aviation industry and has “hit the ground running” as London Gatwick’s HR Manager.

Northern Airports



Keith Weir

I joined Omniserv in December 2018 from ground handlers Swissport, I’ve been working in Edinburgh Airport for 9 years, I started on check-in and then moved into Aircraft dispatch, I then became a dispatch trainer for Swissport. I was a trainer for 2 years and assisted with the launch of airlines such as Hainan and Emirates.

I’ve gained a lot of knowledge and experience in the airport and have also



Melissa Mepsted

I joined the Company on 10th June as HR Advisor

Great Teams!



Logistics

110% award recognition



Nasir Ahmed our Account Manager received the 110% award for his hard work, working with the liqueur and consumable brands.

Well done!

WE HAVE MORE ORDERS BEING PROCESSED FOR COTY AND LOREAL DUE TO P&O COMING ON BOARD WITH WDF.



The Summer of Sports

We have been helping with the logistics of **Heathrow's** new campaign "**the summer of sports**" which involves deliveries of leaflets, colouring sheets, sticker sheets, chocolates sports balls. And also the new summer taste and select guides.



We are in the process of helping change over the monoliths in all areas of LHR to a new and improved model which is much lighter and safer.

Great News!

Corporate Office News



Blackjack & OmniServ Top Golf Evening



Blackjack & OmniServ Head Office teams held a social evening at Surrey in May and raised £100.00 for Charity.

WELL DONE, TEAM!

Team ABM Away Day



For the first time ever we pulled the leadership team from PRM, AMB and Blackjack into one place to build working relationships, develop as leaders, drive change and have some time away to reflect.

The team were amazing, there was high energy throughout, great conversations and shared support for current challenges.

Followed up through personal action plans, an operational people plan and continuous improvements projects.

Great Fun, Team!

Kate Newcombe climbs Atlas Mountain



Stansted GM Kate Newcombe says in her LinkedIn profile that she is *“a motivated self-starter who enjoys being challenged ... confident and able to learn new skills.”*

This is an apt description in her professional life, where she has helped take our team to new service excellence levels, as well as her personal life, where she has tackled some of the world’s highest mountains!

Over the last 12 months, Kate has climbed Mount Kilimanjaro and most recently Mount Toubkal in the Atlas Mountains

(pictured) ... all in the name of charity.

“Before Kilimanjaro, I had never climbed a mountain,” she said.

“Now I’ve got two incredible experiences under my belt and raised \$2000+ for the Change Foundation.”

WHAT AN INCREDIBLE WAY TO MAKE A DIFFERENCE, KATE!

WELL DONE!

Heathrow Midnight Marathon

Well done, Team!

