

Delivering Certificated PRM Services for Stansted and Manchester Airport



CHALLENGE

Stansted Airport and Manchester Airport wanted to enhance their existing PRM (Passengers with Reduced Mobility) operation to assist passengers to an even greater extent. This service was regarded as critically important for the airlines that operate at these airports. Subsequently, the new PRM service supplier would need to bring significant experience to help with the growing demand for passenger transport assistance. Given the sensitive nature of the service, in which passengers place their trust in staff to help them, the client also needed a partner that could help strengthen the passenger experience.

As passenger numbers grow and accessibility requirements continue to evolve, both airports required a partner capable of scaling PRM services while maintaining safe, reliable passenger assistance and supporting efficient airline operations.

ABM was appointed to establish PRM operations at Manchester Airport and Stansted Airport. As a core service delivered by ABM's UK&I Aviation team, the focus was on providing safe, reliable assistance for passengers while supporting the operational needs of airports and airlines. Client and passenger satisfaction are key measures of success, alongside responding to the evolving accessibility priorities identified by the UK Government's Aviation Accessibility Task and Finish Group.

SOLUTION

An effective mobilisation plan was ABM's first step in laying out a practical guide for implementation and subsequent service delivery. This would also help build a collaborative working relationship with the client. Given the complexity of the aviation industry, including CAA regulations, wider legislation, and the importance of passenger experience, the client needed a reliable, long-term partner who could help to determine the ideal course of action. Both in identifying opportunities for innovation and applying additional regulatory measures.

Recruitment, vetting, and onboarding, including specialist training, were central to building the PRM teams at both airports, with both needing well-coordinated teams to support their operations. Today, both airports and their airline partners are supported by approx. 300 trained and accredited PRM staff. ABM's onboarding and training programme has been recognised by the UK Civil Aviation Authority (CAA) with a rating of **"Very Good"**, the highest level achievable.

ABM implemented FindMyShift, a configurable workforce management tool that helped the airports create and maintain an agile workforce, both operationally and strategically.

It also gave staff members a much faster digital time-and-attendance app that could be accessed from anywhere on-site.

During the summer of 2022, when Covid-19 regulations were downscaling drastically, Stansted Airport and Manchester Airport needed to return to full business functionality. Due to the sudden scale of work that was required to manage the sharp increase in flights and passengers, ABM was required to deliver immediate and prompt support. To this end, ABM was successful in reintroducing PRM services that could support the client's standard business operation for both airports. Similarly, ABM invested and trained all new staff at no extra cost to the client.

ABM continues to assist the client in managing a complex series of relationships with airlines. Airlines rely on PRM teams to assist passengers with prompt transportation services. Therefore, it is critical that ABM support Stansted Airport and Manchester Airport in managing these business-critical relationships and time-sensitive schedules for thousands of flights.

ABM works in close partnership with the airport teams to deliver a reliable and scalable PRM operation that supports both passengers and airline partners. In 2025 alone, the operation supported 346,088 PRM passengers, demonstrating the scale and consistency of service delivery across both airports. The focus is on maintaining a responsive service that can adapt to changing passenger demand while ensuring airlines can continue to operate efficiently within tight turnaround schedules.



BENEFITS

- **PRM certification:** The client's PRM operation is the first in the UK to receive certification for its disability awareness training. The training gave team members the ability to assist passengers with prompt, reliable transportation, help improve customer experience, and support airlines in keeping to strict flight timetables.
- **Productive passenger support:** The client's PRM operation at Stansted Airport and Manchester Airport continue to support passengers with prompt, accountable assistance, with over 346,000 passengers using the service in 2025 alone
- **CAA rating:** The PRM operations at both Stansted and Manchester Airport have consistently achieved CAA ratings of Good or above, reflecting strong operational performance, training standards, and service delivery.
- **Operational collaboration:** Through close cooperation with ABM and consistent communication between operational teams, the PRM service continues to evolve to meet the needs of passengers while supporting efficient airline operations across both airports. In 2025 99.78% on-time performance (OTP) was achieved.
- **Reliable service delivery:** The operation maintained 100% service uptime, providing continuous support across both airports.
- **Long-standing partnerships:** Stansted Airport and ABM have maintained an effective working relationship for 10 years, in which both have developed a strong and highly collaborative partnership.
- **Strong passenger satisfaction:** Passenger satisfaction scores reached 4.12 for departures and 3.85 for arrivals, reflecting a positive experience across key touchpoints.
- **Consultative facility management partner:** The aviation industry is highly regulated and requires close monitoring of emerging guidance and policy. With support from ABM's UK&I Aviation team, the client continues to navigate evolving accessibility requirements and sector guidance, including developments arising from the UK Government's Aviation Accessibility Task and Finish Group.
- **Strategic and agile workforce management capabilities:** The client has access to real-time data dashboards, allowing both Stansted Airport and Manchester Airport to manage their 300 strong PRM teams with greater agility and increased strategic visibility.
- **End-to-end transparency:** The client can see specific PRM teams' transportation times between destinations to ensure passengers are assisted promptly and identify potential opportunities for increased efficiency and passenger satisfaction.
- **Technological integration:** The client's PRM operation is now supported with a range of technology, from FindMyShift and personalised data dashboards, to passenger transportation timing systems.
- **Productive communication:** The client is in regular communication with ABM for routine reporting and client-supplier discussions.



ABM delivered certificated PRM services for Stansted and Manchester Airport. Find out how we can make it possible for you by visiting [ABM.co.uk](https://www.abm.co.uk).