

Heathrow

Eastern Terminal Development

The Brief

The existing Heathrow Terminal Two facility, associated piers, Queens Building administration building, Car Park Two and T2 Office block are aged facilities that are nearing the end of their useful asset life. This allows the opportunity to replace these facilities to meet the future needs of passengers. The proposed new terminal known as Heathrow East Terminal (HET) will comprise a terminal building, piers and stands for international and domestic traffic and, in Phase One, will accommodate 20 million passengers per year (mppa). Phase One is programmed to be operational by May 2012 for the Olympic Games.

The site is located within the complex and congested central terminal area of the campus, making the planning, design and construction one of the most difficult in the UK. The budget for Phase One is £1.5 billion, with Phase Two commencing immediately afterwards to accommodate a total of 30mppa and assisting in Heathrow processing a total of circa 95mppa.

Stakeholders:

- British Airport Authority
- STAR Alliance (22 airlines)
- UK Immigration Services
- HM Revenue & Customs
- Special Branch
- Hillingdon Planning Authority
- Metropolitan Police
- Department for Transport
- Special Branch
- Retailers
- 3rd Party Contractors

FORWARD

GROUP

- Aviation
- PFI
- Built environment



Services Provided

- Project requirements definition
- Airport facilities programming
- Operational planning and strategies
- Development management
- Requirements database management
- Change management
- Benchmarking

Our Approach

Forward Group was appointed by BAA to provide a range of specialist consultancy services to meet the projects objectives. The experience gained from its previous portfolio of aviation and infrastructure projects enabled Forward's team to quickly and effectively prepare project briefs that defined specific facility requirements whilst enabling detailed design and response workshops to be undertaken, allowing stakeholder endorsement of the development.

The ongoing requirements management, development management and stakeholder management are key to the successful delivery of the extremely ambitious development programme.

The Results

Through the capture, control, management and clear definition of requirements by Forward, the whole project team was provided with clear and concise information that enabled planning permission to be granted within a year of the concept work. The design and cost control are now being targeted in a systematic approach lead by the briefed requirements with a rigorous change management control system linked to the briefs.