

Heathrow Terminal Five

Strategic Briefing, Development Management & Operational Readiness Services

The Brief

The Terminal Five (T5) development at Heathrow Airport is one of the largest construction projects in the UK. Taking five years to complete phase one and at a total cost of approximately £4 billion, T5 will present BAA with an ideal platform to set industry benchmarks in the areas of customer service, health and safety, training and development, workers welfare and recruitment.

The site for the terminal is within the existing airport's perimeter road, between two active runways.

When completed Terminal Five will offer one of the most advanced integrated passenger terminals in Europe, connecting air, rail, underground and bus services.

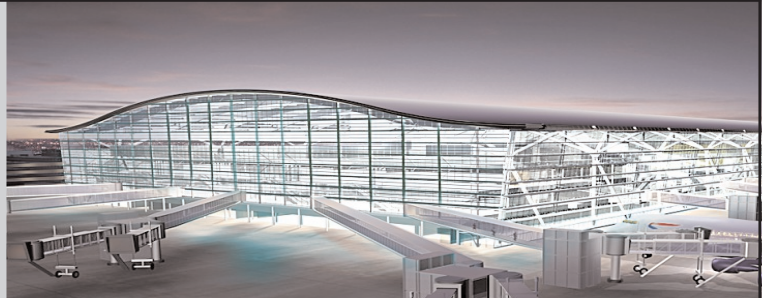
Stakeholders:

- British Airport Authority
- British Airways
- Her Majesty's Immigration
- Her Majesty's Customs and Excise
- Special Branch
- London Metropolitan Police
- Port Health Authority
- Department for Transport
- Foreign and Commonwealth Office

FORWARD

GROUP

- Aviation
- PFI
- Built environment



Services Provided

- Operational planning and strategy
- Operational readiness planning
- Development management
- Crisis and contingency planning
- Airport facilities programming
- Project briefing
- Requirement database management and tracking
- Process mapping
- Facilities management strategy

Our Approach

Forward Aviation was appointed to set the detailed brief for BAA and third party stakeholder facilities within the terminal buildings and throughout the airfield campus and to develop key operational strategies to increase staff efficiency and operational effectiveness, as well as play a key role in operational readiness planning. As part of the client team, Forward Aviation also assesses, co-ordinates and manages British Airways and Control Authorities operational needs and facility requirements. In essence, Forward Aviation establishes the 'what' and the 'why' of T5.

In addition, Forward Aviation also provides development manager services for £500m of the internal fit-out environment. It acts on behalf of the client to manage and co-ordinate related design and construction sub-contractors and ensures BAA, British Airways, Control Authority and other key third party stakeholder approvals.

The Results

Through clearly defining goals and measures, Forward Aviation helps BAA to ensure that the future Terminal will be both operationally and spatially efficient as well as mitigating business risk by informing and testing investment decisions throughout the design and development process.