Commercial Telecoms & Property Conference

One team for all your space and telecom needs at the airport

15 May 2019

Heathrow

SITA

New Heathrow Fast Wi-Fi

Roberto Segala – Head of Property Portfolio and Telecoms

New Fast Speed Wi-Fi Service at Heathrow

- Boingo partnership

- Launched March 2019

- Unlimited Free Wi-Fi

- Up to 100 Mbps speed

- Passpoint

Heathrow

SITA

Heathrow Airport Tenant Service

Program Overview   May 15, 2019

REACHING 1 BILLION CONSUMERS ANNUALLY

WI-FI	**Largest Wi-Fi Operator** Largest operator of airport Wi-Fi networks in the world	1+ MM Hotspots worldwide
CELLULAR	**Largest DAS Operator** Largest indoor DAS provider in the world	27,400 Small cell nodes
MEDIA	**Largest Media Network** Largest Wi-Fi Media network in the world	115 MM Ad engagements/year
MILITARY BROADBAND	**Largest Military Provider** Largest provider of Wi-Fi & TV to Military bases in US	340,000+ Barracks

FIRST COMMERCIAL DAS NETWORK to market ('01)

FIRST PASSPOINT NETWORK to market ('14)

FIRST CBRS NETWORK to market ('18)

We reach more than a BILLION CONSUMERS PER YEAR

boingo

BACKGROUND

The Tenant Service Wi-Fi program is a joint initiative supported by HAL, Boingo and SITA

The program is intended improve customer service and decrease the cost of Internet access for tenants, while at the same time leveraging HAL's network as a common use platform to mitigate wireless network interference.

Solutions build through experience and already delivered globally all over the world

Employee and Guest Access
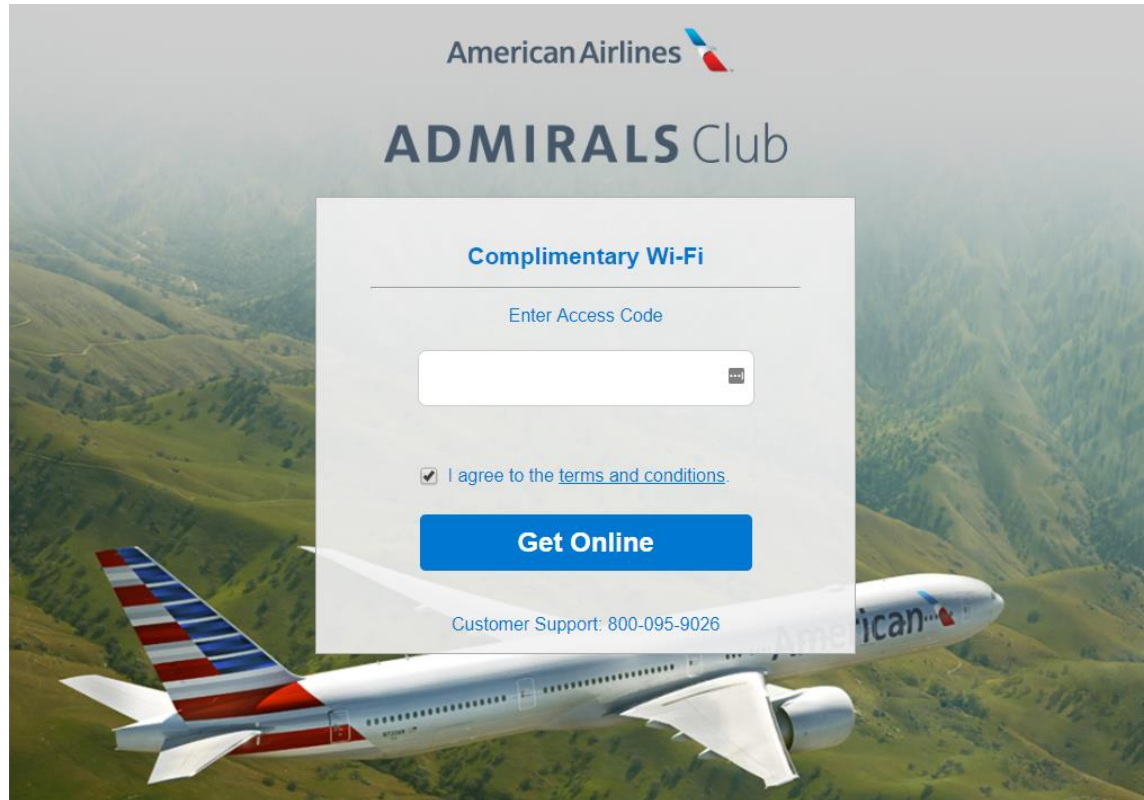
SOLUTION OVERVIEW

Shared Access

- Airport-wide encrypted Network ID (Passpoint Secure)
- Users access service by selecting the Network ID and entering their username and password – just like Wi-Fi at home
- Tenant users receive open access to the Internet, which is controlled by device to a contracted account speed (~100 Mbps)
  - Username and password are common to the entire account. Tenant is responsible for distribution and control of credentials.
- Monthly pricing is per device with a limited number of unique devices that can connect during a time period

Guest Access

- Tenant receives a custom open Network ID broadcast on a subset of APs
- Users access service through a customized connection portal, generally using a Lounge template
- Users receive open access to the Internet, which is controlled by an aggregate bandwidth cap
- Monthly tenant pricing is per AP and inclusive of an aggregate bandwidth price. Custom connection portals may have an additional fee

boingo

SAMPLE: Password Protected Lounge

SAMPLE: Password Protected Lounge

Heathrow

SITA
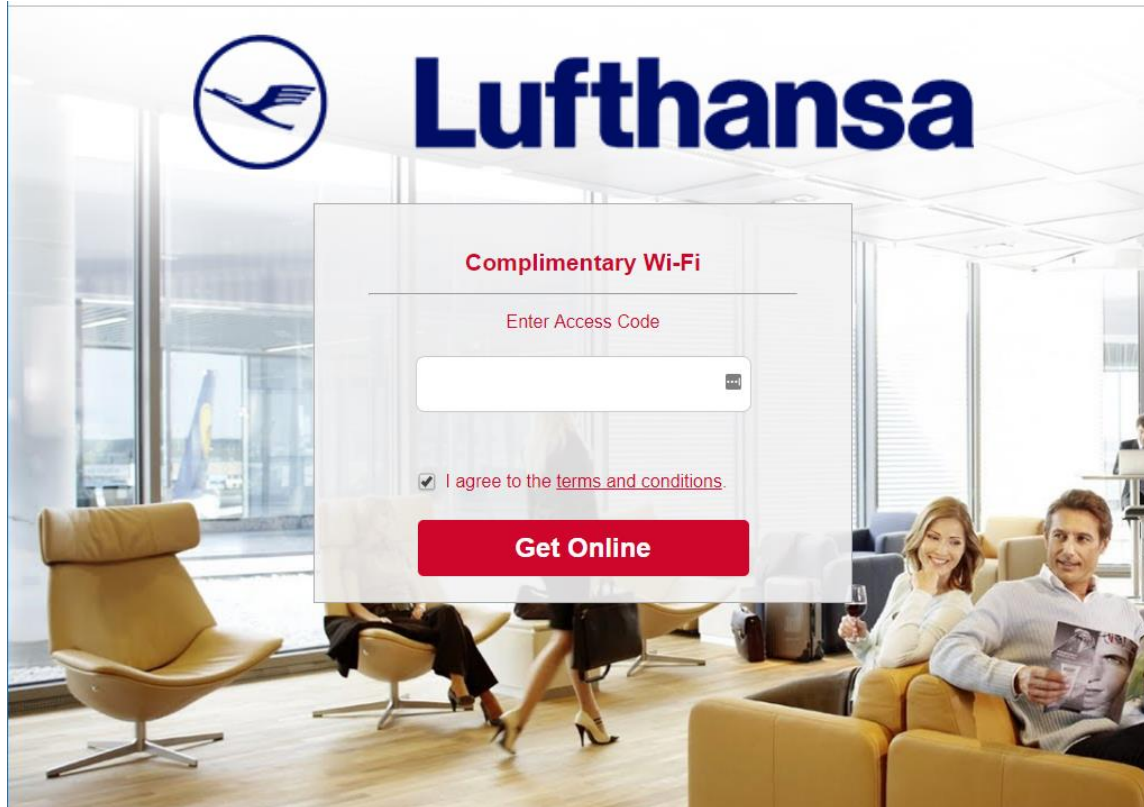
SAMPLE: "Click and In" Lounge
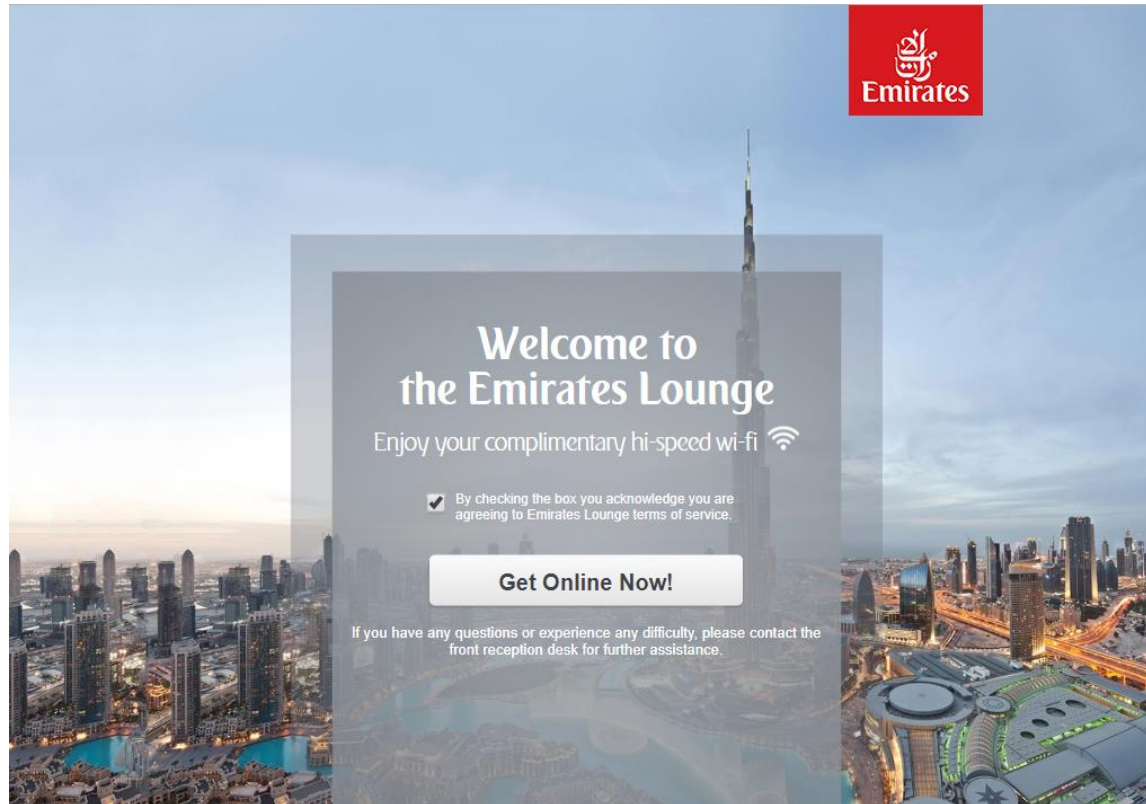
Acheta Consulting Ltd
Mark Bowron

Acheta Consulting Ltd

A specialist pest management consultancy operating **_independently_** of commercial pest control companies

We provide independent pest management inspection, audit, training and consultancy services

Who are we? 1

- Company founded in 2001

- We currently have a team of 12 consultants covering the whole country

- We also work extensively overseas

Who are we? 2

- All experienced pest controllers
- All BPCA Certificated Field Biologists
- All passed Level 3 Food Safety
- All members of the industry's Continuing Professional Development scheme
- All hold the a recognised Health and Safety qualification
- All hold the Highfield Level 3 Award in Effective Auditing and Inspection (RQF)

What do we do?

- Trouble-shooting inspections
- Contracted inspections
- Training
- Pest awareness e-learning

Why do companies use us?

- Cost savings; commercially unbiased advice

- Access to experts who are familiar with your site

- Improved due diligence protection

- Independent inspections are recognised to be good practice by the major retailers

Acheta

Why do companies use us?

- *Improved performance from the pest control contractor; we have statistics to demonstrate this*

Who does use us?

A small selection….

- *Heathrow!*

- *Asda, Tesco, Waitrose, W.H. Smith*

- *Eden Project, Natural History Museum, V&A Museum*

- *British Land (Meadowhall)*

- *Hovis, Premier Foods, Kellogg's, Weetabix, Whitworths*

etc etc

Inspection objectives:

- Assess the extent of any pest infestation

- Highlight issues conducive to infestation

- Review the contractor's attendance and documentation

- Review the pest monitoring and control programme

- *Provide solutions*

E-Learning

Our e-learning courses impart knowledge in an entertaining and interactive way, allowing everyone to fulfil their role in the Integrated Pest Management programme.

Essential Pest Awareness

An entry level course with a completion time of around 1 hour

Advanced Pest Awareness

For those who manage the pest control contract. 5-6 hours

Rodent pests and their control

The biology, behaviour and control of rodents. 2-3 hours

Contract and Contractor Management

Getting the specification right, selecting the contractor, and managing performance. 3-4 hours

Courses have been independently assessed by the CPD Certification Service

CPD CERTIFIED
The CPD Certification Service

Acheta

Health & Safety Collaboration
Heathrow and Partners

NSF International

- Over 30 years successful track record - specialist knowledge of branded retail, foodservice leisure & hospitality sectors

- Advisory, consultancy & compliance services in Food Safety, H&S, Trading Law, Fire Safety

- Pragmatic solutions - Sound experience & operational understanding

- IT solutions to enhance the management of compliance & risk information

Risk Management Support Services

Flexible range of technical services to support operational compliance and business risk reduction

Benchmark Consulting

Food Safety and Health & Safety Compliance Audits/Coaching

Fire Risk: Bolt-on Reviews or Full Assessments

Policy and Risk Assessment Review and Development

Regulatory Compliance & Risk Management

Food Safety and Health & Safety Training

Product Quality Complaints Handling

Advisory Helpline for Accident, and Incident Reporting

Enforcement Liaison Support

Compliance Audit Support

Nationwide Specialists

100 Safety Advisors

Experienced Professionals

EHPs, TSOs & Food Technologists

Level 4 Food Safety and H&S with operator experience

Audit Flexibility
Core Food Safety, H&S & FRMIs
Fire Risk Assessments
Bespoke templates & scoring

Strong Team Management

FHRS based assessment **capability**

3rd Party Inspections/Ratings Earned Recognition

WORKING WITH HEATHROW

Property

- Approx. 500 annual safety audits of partners within tenanted spaces plus monthly checks of around 200 vacant and common area spaces within the Airport

Travel Services

- Approx. 300 annual safety audits of Car Parks and Onward Travel Facilities

Retail

- Approx. 600 annual safety and hygiene audits of Retail business partners

AUDITING AT HEATHROW

- Risk-based assessments to provide a comprehensive overview of legal compliance.

- Assesses compliance with Heathrow standards.

- Assesses whether partners' H&S management systems is working.

- Assesses whether partners' Fire Safety management controls are suitable and sufficient, Including checks of all Fire Risk Assessments

- Provides a clear action plan to allow you to make improvements and record progress.

- Assists in protecting colleagues, partners, passengers and your business.

MOST COMMON INFRINGEMENTS

Property	Travel Services	Retail
FRA in place for the property	Evidence of broken equipment, fixtures, fittings, including floors and surfaces	Evidence of broken equipment, fixtures, fittings, including floors and surfaces
Fire evacuation plan in place for the building and staff	No extension leads or plug extensions to be used	FRA conducted by a person deemed competent in line with Heathrow Policy
Portable Appliance Testing (PAT) records to be readily available	Portable Appliance Testing (PAT) records to be readily available	Internal Health & Safety Audit completed within the last 6 months
Fire fighting equipment clearly identified, accessible and maintained	Wall structures are undamaged	Airport sharps procedure in place
Evidence periodic water quality sampling and flushing	Staff have Evacuation Training	Emergency lighting testing records readily available

COLLATE, CORRECT, COMPLETE

Corrective Action Completed

- Corrective actions plans are reviewed by site
- Actions are completed and detail submitted on NSF online

Review of corrective actions

- Quality and relevance of action taken reviewed
- Approved or returned (as deemed necessary)

Actions Returned (where needed)

- Actions can be returned where gaps identified
- Actions are adequately closed to minimise risk of recurrence