Commercial Telecoms & Property Conference

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

15 May 2019

Heathrow

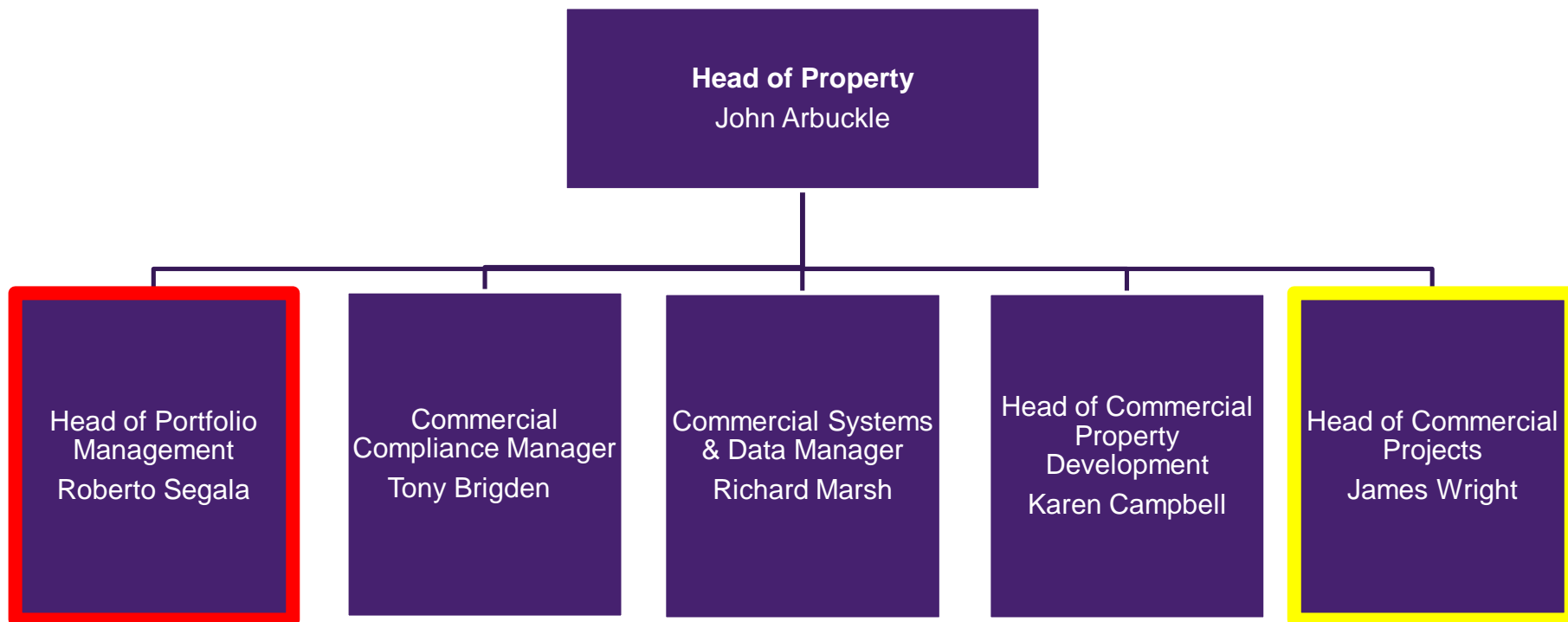**SITA**

Welcome

John Arbuckle – Head of Property

Property Team

Acting upon your feedback

Key areas of focus from the **2018 Property Customer Survey**:

- Greater **engagement between Property and Engineering teams**.

- **Refurbishment** of Property buildings.

- **Maintenance** of communal areas.

- Improve **fault reporting** process.

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Looking after the safety of passengers and colleagues

Heathrow Property Fire Safety Plan:

- 100% accommodation has an up to date Fire Risk Assessment.

- Fire Evacuation Plans are in place and communicated to all colleagues.

- Colleagues are trained and competent in fire risk assessment.

- Fire safety infringements are promptly reported and acted upon.

Delivering a 'connected' airport

- **Cellular 4G** across the Heathrow campus

- **Fast free passenger Wi-Fi**

- Telecom **common infrastructure**

- Migration of **analogue radio to TETRA**

- Faster, more secure **Broadband**

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One Team for all your needs

Roberto Segala – Head of Property Portfolio and Telecoms

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Property Portfolio and Commercial Telecom Team

Roberto Segala
Head of Portfolio Management

Rob Pengilley
SITA B2B

Jinny Gill
Snr Telecom Manager

Lola Buckfield
Telecom Manageer

Gary Peacock
Snr Portfolio Mgr

Chris Fenwick
Snr. Portfolio Mgr.

Simon Marchant
Snr. Portfolio Mgr.

SITA
Commercialisation
Team

Ian Hebb
Property Mgr. T1/T2

Sharan Chahal
Property Mgr. T4

Diane Daniels
Property Mgr. T3

Patrick Williams
Property Mgr. T5/CTA

Beverley Parker
Property Mgr. Perimeter

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Delivered over the last 12 months

Property Handbook

Kitchen Fire Training

Property Inspection

Fast Public Wi-Fi

Beacons

WAMD

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Coming Soon …

Refurbishment of Common Areas

Sustainability

New Annual Customer Survey

Enhanced Broadband

TETRA Digital Radio

CCTV

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Commercial Telecoms

Rob Pengilley – Head of B2B Services

Automate… Innovate… Evolve…

What we do?

We deliver fast, consistent, high quality end-to-end infrastructure and communications solutions to over 350 customers at Heathrow Airport.

With our in-depth knowledge, consultancy, and 24/7 on-site support, we help make IT services as simple as possible.

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Products & Services

Wide Area Mobile Data

Dedicated 4G service for excellent coverage to outdoor areas.

Co-Location

For greater flexibility, sustainability, cost reduction.

Common Beacon

Trigger targeted messages to specific passenger based on their location.

Wi-Fi On the Move

Stay connected to the internet and your corporate applications.

Radio

Keep staff connected with instant communication.

Managed LAN

Secure, flexible solution to connect customer data and IT systems.

Wireless LAN

Secure, extensive coverage via resilient access points.

Telephony

Cisco Call Manager technology providing IP and analogue telephony.

Broadband

Connect your own equipment or use our virtual managed service.

IPTV

Digital based internet television system.

CCTV

Provisioned as either a dedicated or shared service.

Flight Information

Real-time flight arrival or departure information on standard display units.

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Who we serve ?

Airlines

Virgin · UNITED · Emirates · JAPAN AIRLINES · BRITISH AIRWAYS · American Airlines

Retail Stores & Food & Beverage
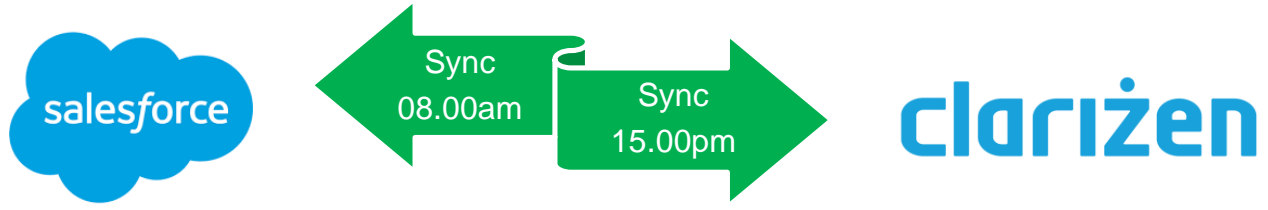
Harrods · giraffe · WORLD DUTY FREE A Dufry Company · WHSmith · CAFFÈ NERO · Dixons travel

Ground Handlers

MENZIES AVIATION · swissport · azzurra Ground Handling Services · dnata

Support Services

OCS · iss · mace · OMNISERV

How we deliver ?

01 – Pre bid activities → 02 - Scoping → 03 – Quoting → 04 – Solutioning & Deployment → 05 – Invoicing & Billing → 06 – Job Completed

salesforce ← Sync 08.00am → Sync 15.00pm → **clarizen**

Opportunity
STA4999 - Boingo Passenger WiFi - T5 - FTNS Room

+ Follow | Create Dummy Opportunity | Request STA | Acknowledge | Request Quote

Grand Total Amount	Monthly Service Charge	SIM	LRM	Close Date	Next Step
£0.00	£0.00	Eddie Odaro	24/05/2019	01/05/2019	Job closed 7-5 KP

✓ ✓ ✓ ✓ ✓   06 - Job Completed   Change Closed Stage

Details   Activity   Chatter

Opportunity Name
STA4999 - Boingo Passenger WiFi - T5 - FTNS Room

Opp Status

Stage
06 - Job Completed

Sub Stage

Opportunity Team (1)
Kelvin Pereira
Team Role: Opportunity Owner
Title:

View All

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Who we are ?

SITA
Commercial Telecoms

Rob Pengilley
- Head of Commercial Telecoms B2B -

Jason Summers
- Senior Account Manager -

Tina Bradbury
- Graduate Account Manager -

Nita Barthakur
- Commercial Telecoms Marketing -

Bonnie Lantier
- Senior Client Service Rep -

Amitoj Deol
- Account Manager -
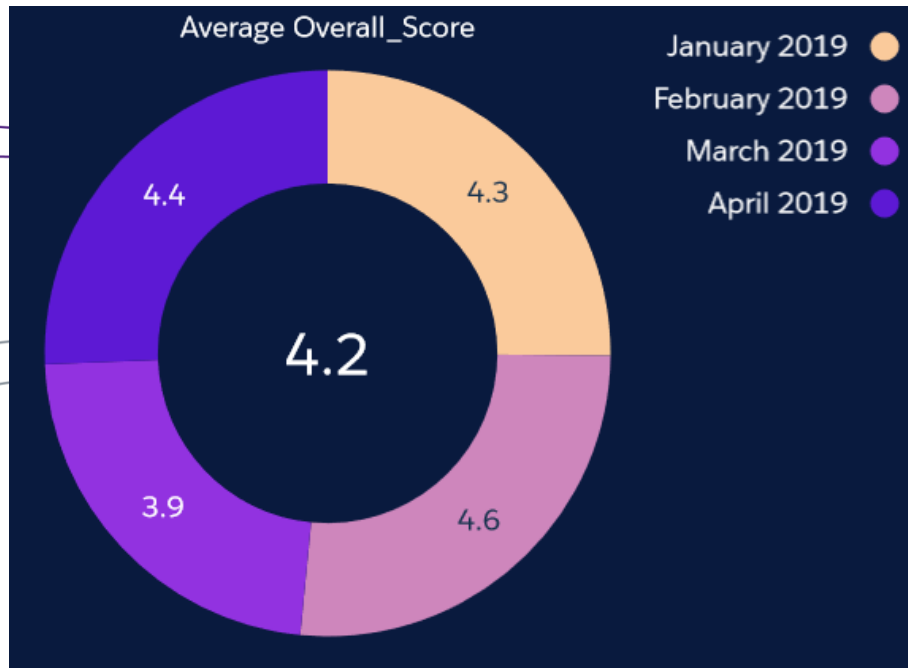
Ollie Vallin
- Account Manager -

Fabiano Santos
- Salesforce Developer/Administrator -

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Customer Satisfaction

"In the current climate of IT we are all too quick in complaining or not appreciating the behind the scenes activities in order to complete sometimes quite complex tasks. I recently requested three different scopes from your team and mentioned at the time that they were important to me as they were part of another fluid larger project. All three jobs have been completed well in advance of the requested date and also with good communication throughout. From a customer's perspective it is so good to know that SITA have a team that can deliver".

Garieth Wade - **American Airlines**

Average Overall_Score

January 2019
February 2019
March 2019
April 2019

4.4
4.3
4.2
3.9
4.6

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Improvements – Portal Updates ………

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Home   About us ⌄   Products ⌄   Orders ⌄   News ⌄   Resources ⌄   Service Desk ⌄   Ideas ⌄
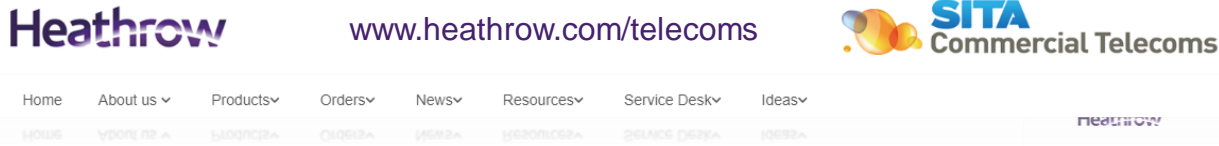
Navigation Improvements - Making the browsing journey easier for visitors and the ability to check order status (using STA numbers)

Service Desk Updates - Important update on who and how to contact following the changeover of the service desk to Computacenter

Online Customer Satisfaction Survey - Reducing the steps customers need to take to send their feedback

eNewsletters - New template & combined Commercial Telecoms & Property newsletter. Wider coverage of news across the two business units – with the theme of One team to meet our customers' business needs
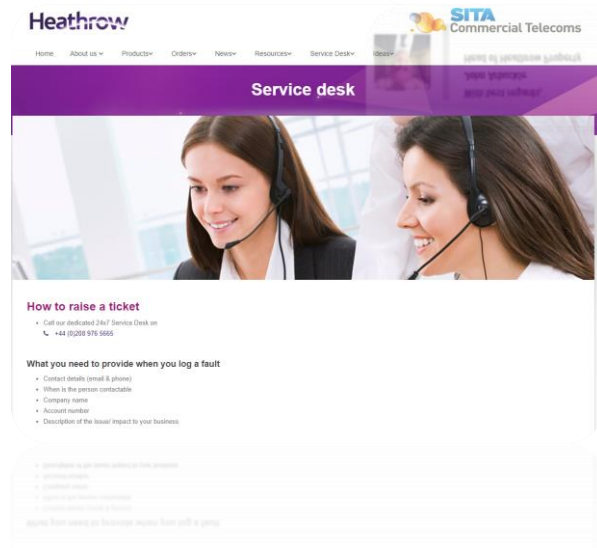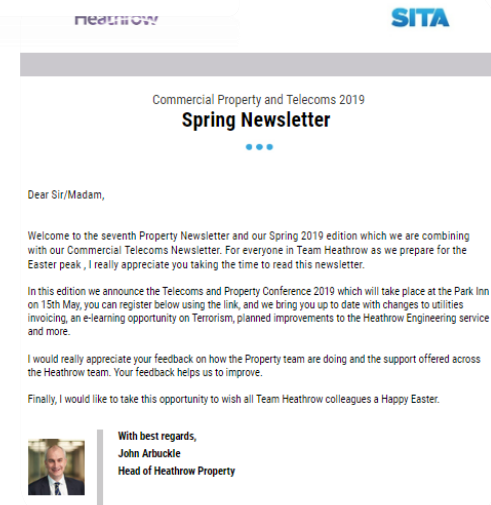
Innovate – Beacon Infrastructure ....

T2

T3

OMNISERV
An ABM Company

- Over 1800 Common Beacons deployed across the 4 Terminals
- Locus map integration with way points added
- Beacon registry and published APIs
- Omniserv – 1st customer (PRM provider)
- Retail cage Proof of Concept planned
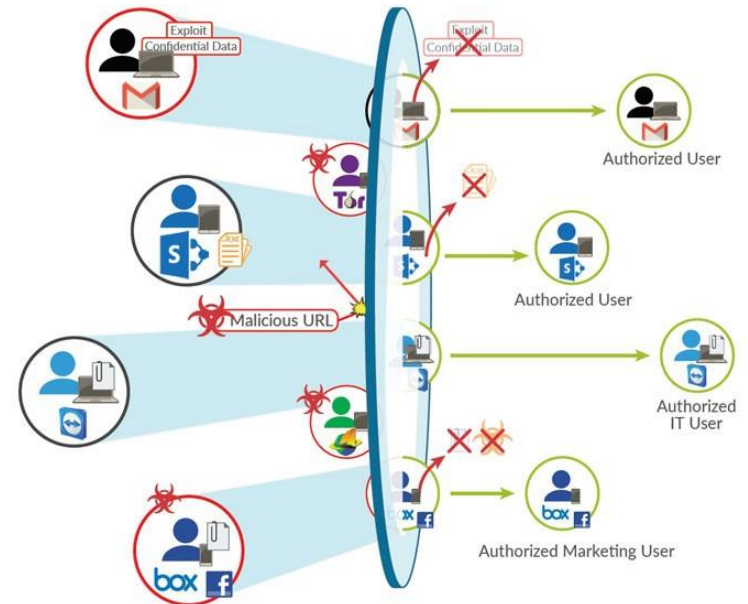
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Evolve - Enhanced Broadband ……………

Enhancements to the Broadband infrastructure will provide:

- **New Bandwidth Options from 5mb to 100mb**

- **Increased Capacity to support more customers**

- **Improved resilience and performance**

- **Highlights ………..**
    - **Focus on Fully Managed Options**
    - **More Flexibility on Bandwidth Increments**
    - **Ability to add optional security features**
        - **Threat prevention (content filtering)**
        - **URL filtering (ability to block specific web sites)**

- **Current Status …………**
    - **Higher capacity connectivity – Completed**
    - **Infrastructure upgrade – Completed**
    - **Enhanced Broadband – Migrations from September**

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Evolve - CCTV………

Enhancing the existing CCTV offering;

- **Leverage HAL investment in CCTV**
- **High capacity image video streaming**
- **Soft client offering for CT customers**
- **T2 CCTV upgrade October 2019**
- **New Pricing from 1st July 2019**

Genetec

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Innovate - WAMD 4G…………..

Heathrow's Private 4G Network across the airfield;

- Airfield and perimeter location coverage
- Fixed location and vehicular options

• A fully managed service with equipment, SIM cards and support provided.

• 4G coverage in the external areas and remote places across the Heathrow estate where network coverage is poor or lacking.

• A similar solution to the Heathrow Wireless LAN (WLAN) Network with interface to the main Heathrow Data Network.

• WAMD helps turn your existing managed network solution into your mobile data network; connecting all your operational areas while working seamlessly.

2019 Property & Telecom Customer Event

Heathrow Engineering

15th May 2019

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Facilities Management; Meet The Team

Alan Russell
Head Of Engineering & Facilities Management
(e): alan-c.russell@heathrow.com
(t): 07900052906

Steven Mearns
Engineering & Facilities Manager
Terminal 2
(e): steven.mearns@heathrow.com
(t): 07912979217

Nicholas Eckert
Engineering & Facilities Manager
Terminal 3
(e): Nicholas.eckert@heathrow.com
(t): 07912979139

David Whalley
Engineering & Facilities Manager
Terminal 4 & Estates
(e): david.whalley@heathrow.com
(t): 07917001090

Matthew Hay
Engineering & Facilities Manager
Terminal 5
(e): matthew.hay@heathrow.com
(t): 07770647894

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Facilities Management ; Key Contacts

Engineering Help Centre

(t): 0208 976 6555
(e): oneeng@heathrow.com

Operations Managers;

Terminal 2 - Alex Oakley
(e): alex.oakley@heathrow.com
(t): 07808115984

Terminal 3 - James Cook
(e): james-eng.cook@heathrow.com
(t): 07701320486

Terminal 5 - Mark Skyrme
(e): mark.skryme@heathrow.com
(t): 07712239932

Terminal 4 - Luke Richards
(e): luke.richards@heathrow.com
(t): 07808115917

Estates - Danny Bratcher
(e): danny.bratcher@heathrow.com
(t): 07725640838

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Facilities Management; Our 2019 Priorities

Delivering through our Service Signatures;

Notice & Care, Share What You Know & Make Things Better.

- **Safe Environment For All.**

- **Improve Quality Of Service.**

- **Maintenance Excellence.**

- **Right First Time.**

- **Grow Our Team To Improve.**
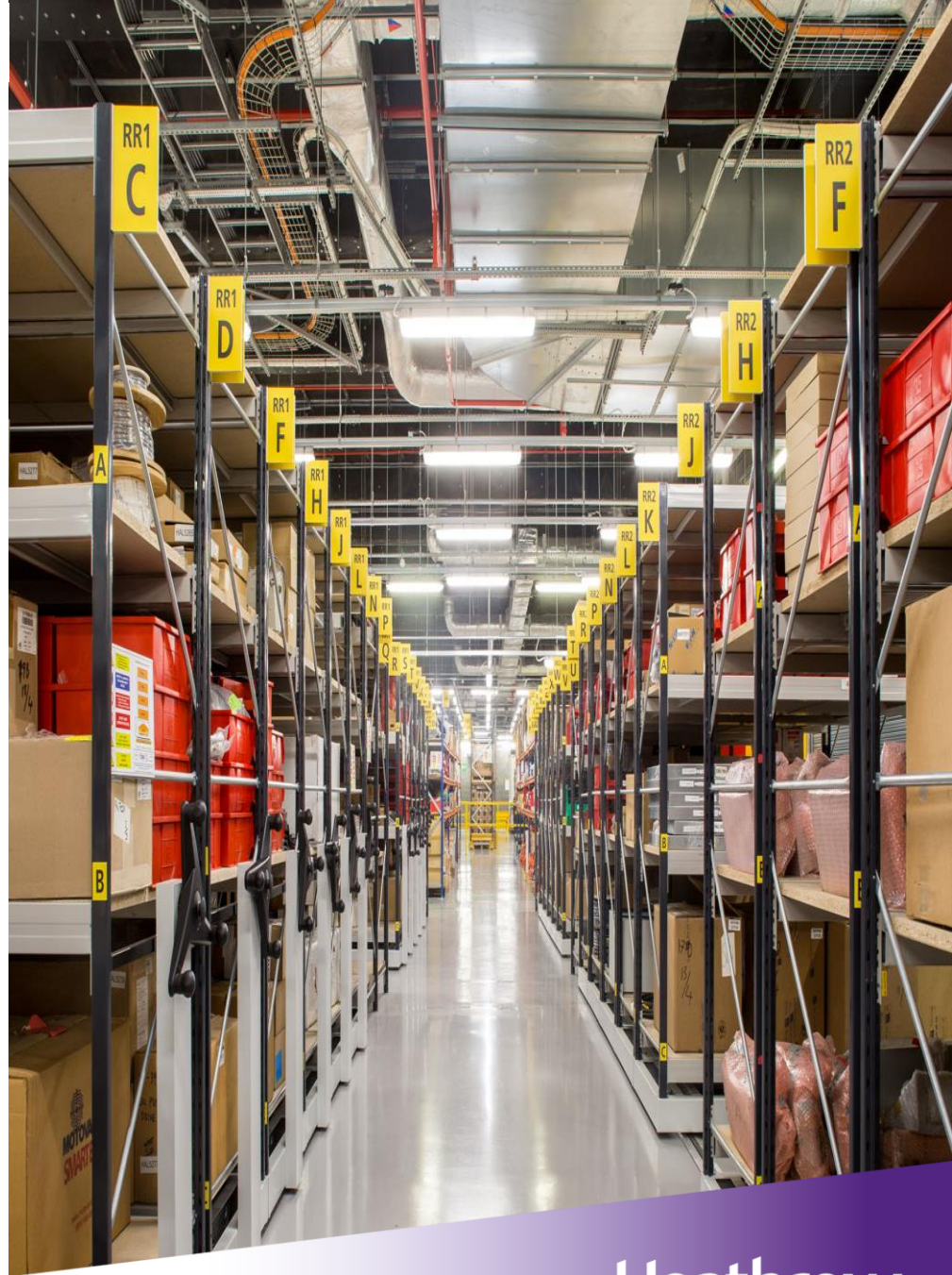
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Commercial Delivery & Approvals

James Wright – Head of Commercial Projects

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Heathrow Commercial Delivery & Approvals Team

Unlock world class solutions through collaborative delivery

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Range of Projects, Change control and technical assurance

Recent new openings:

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Recent new openings:

Recent new openings:
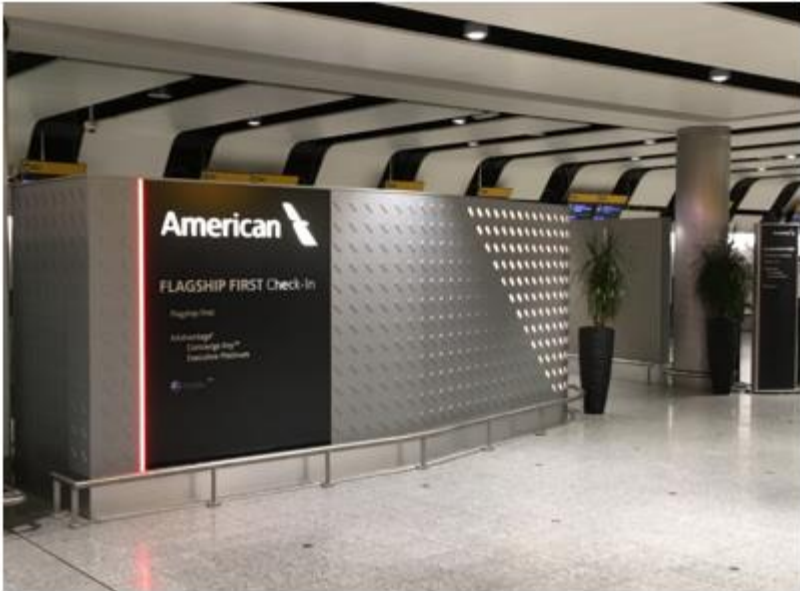
Safety First
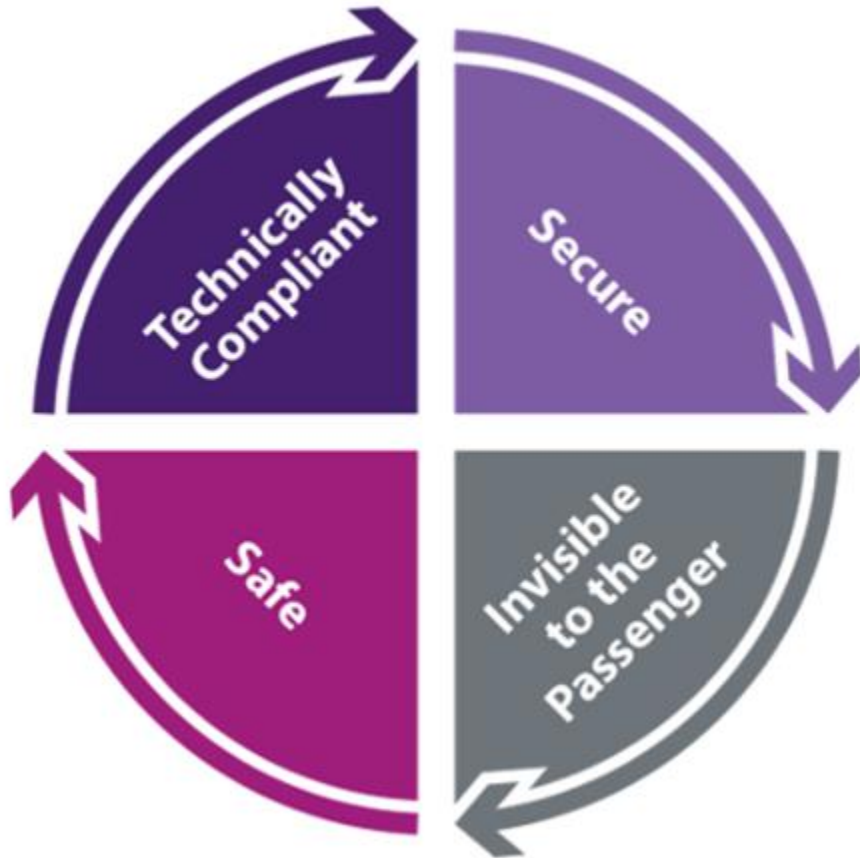
1. Safety
2. Quality
3. Programme

= Cost effective
   / value for money

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Commercial Contractor Induction: Mondays (am & pm)

Full and Temporary ID Passes

All Heathrow Passes must be visible at all times whilst in and around the Terminals.

Temporary Pass holders must be escorted by a full passholder at all times once airside.

Temporary pass.

Pass-holder has access to internal and external security-restricted areas.

Should you Be on this site?

Commercial Inducted 2017

Commercial

- All staff carrying out work on this site **MUST** have attended the Heathrow Commercial Induction.
- Anyone found not to have a valid card on their person will be escorted from site.

If in doubt please speak to your Supervisor immediately.

Run, Hide, Tell

Advice from National Counter Terrorism Police Unit

RUN

- Run to a place of safety
- Keep going if you feel unsafe
- Follow instructions

HIDE

- Turn phone to silent
- Disable phone vibrate
- Barricade yourself in

TELL

- Only if it's safe let us know
- 0208 759 1212
- 222 or 999

We are a safe airport and this advice has been issued as a precaution only.

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Behaviour in the terminals

It is important that there is no construction noise created in any live terminal. Disruptive works between approx. 23:00 – 04:00 only.

Avoid meeting in or creating large groups.

Bad language or behaviour will not be tolerated in any live terminal.

Terminal welfare facilities are provided, please use them.

KEEP CALM AND NO SWEARING

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Works adequately planned

Risk Assessments and Method Statements

All works must be covered by a relevant method statement and risk assessment which must be present and available to those covered.

Ensure that those covered have read, understood and signed their method statement.

WAN (Works Approval Notice) issued by HAL also to be present.

All documents subject to inspection.

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Ensure that no trip hazards are created or left from your works.

Detailed Design process and programme

Detailed Design Brief	Detailed Design Submission	Detailed Design Evaluation	Detailed Design Sign Off
1.0 Briefing	2.0 Concessionaire submit all required information as outlined in the deliverables	3.0 Heathrow will evaluate submission and Concessionaire will receive an Detailed Design evaluation review the concessionaire will then need to comment and amend drawings if applicable	4.0 Conditions letter will be issued to proceed to Pre-Start
7th Jan 2018	17th Jan 2018	20 Feb 2018 – 20 March 2018	10th July 2018

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Detailed Design

Submission requirements

Single point contact nominated by the concessionaire teams to co-ordinate the submission.

Templates, guidance help and support provided by the Commercial Delivery & Approvals Team end to end through the process

Drawings: 2 hard copies 1 electronic copy	Retail Design Drawing & Document Check List	Retail Unit Energy Assessment	Environmental Plan
Building Control: Structural Requirements Survey	Building Control: Retail Application Form and payment	Logistics & Waste away strategy	Access Statement
Contractor Fit-out Programme	High resolution brand logo in .jpeg and .psd	Hoarding proposal	Cause & Effects Matrix

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Heathrow Supporting documents

Occupiers Design Fit Out Manual	Occupiers Fit Out Engineering Requirements
Commercial Telecoms link: www.heathrow.com/telecoms	Health & Safety Requirements
Terminal Specific Fire Strategy	Hoarding Toolkit
Heathrow Contractor Contact List	Concessionaire Fit-out Pro Forma A
Kitchen Extract Ventilation Systems	FCU Pipework Arrangement

Restaurants

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Technical assurance
Fire prevention

Lessons learned from historical events shape our safety management system and how we operate.

Thermal Image audit on Electrical installation
- Pre-requisite to complete by handover of the fit out
- Annual random audit for all

Kitchen Extract Cleaning Audit
- Pre-requisite to complete installation to HAL standards.
- Pre-requisite is safe access for cleaning
- Operational demand sets the cleaning frequency
- HAL random grease level build up and compartmentation inspection – 2,3,4 times per year on average

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Best before Feb 2019

Its already
5 years old

Retail Design
Expectations

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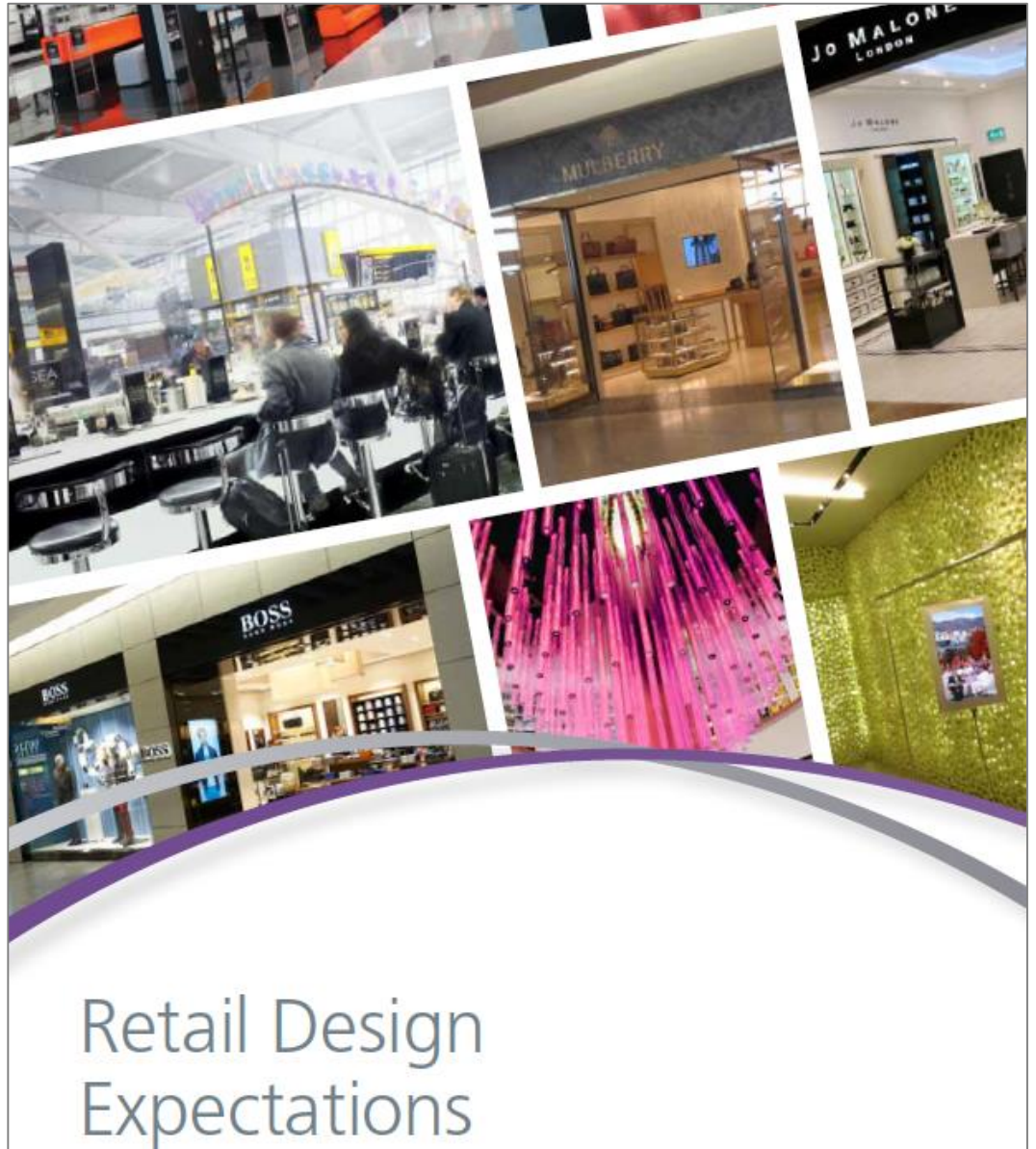
In your "basket" from from Spring 2019

Delivering an energy and water efficient airport ?

£100 Million

£39 Million = 173GWh

£9 Million retail consumption

Sustainable growth
Heathrow

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We delivered an energy and water efficient airport !

£9 Million (2015)
Reduce by *20% = 6.9 GWh by 2030
*UK's clean Growth Strategy

10% per fit out

Concept design		Detailed design		Handover
• Agree Sustainability Targets (S01)	→	• Sustainability statement (S02) • Supporting evidence	→	• Benefits realisation (S03) • Performance in use

Sustainable growth

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