

Heathrow

Property Customer Handbook



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01 Property introduction

Welcome to Heathrow

Heathrow operates 365 days a year, 24 hours a day, and it is an exciting and fast moving place to work. Working in this environment can be challenging, so we have produced this handbook to help our property customers with any property queries which may arise.

Heathrow has been transformed over the last 10 years, with 11 billion pounds of private investment – we've built Terminal 5 and Terminal 2, and refurbished Terminals 3 and 4. We have also transformed the service we give our passengers, making it quicker to get through the airport and getting more planes to depart on time. We call this "Making Every Journey Better" – it is a commitment from all of us who serve our passengers – you, airlines, ground handlers, immigration officers, retailers – to deliver a better service every day.

United by a common set of values

We work together better when we all believe in the same thing.

With a shared set of values, we know what's expected of us – and we know what we can expect from our colleagues.



Doing the right thing

We're honest, open and fair, and act with integrity

We're responsible in the way we do business

We challenge the status quo, tell it like it is and speak out if we have a concern

We have the tough conversations, make the right decisions, stand by our word and do what we say we will



Treating everyone with respect

We celebrate diversity and respect others

We're friendly, polite and considerate

We value everyone's contribution

We support our colleagues so they can care for others



Giving excellent service

We put a great passenger experience at the heart of what we do

We care

We take time to understand what our passengers and our airlines really want

We are the best we can be and deliver what we promise



Working together

We're one airport team

We develop excellent working relationships and bring out the best in each other

We work constructively with each other and our airlines, partners and local communities

We look for win-win outcomes that benefit Heathrow and our partners



Keeping everyone safe

We look after everyone

We never compromise on safety or security and do the job properly first time, every time

We're committed to safety as the foundation of an efficient operation and a secure airport

We know safety and security are essential for a great passenger experience



Improving every day

We aim higher

We all play our part in achieving great financial results

We always look to keep things simple, reduce costs and improve efficiency

We regard every pound spent as if it were our own

Six ways to work together to make every journey better.

Introduction

This handbook provides you with basic information about occupying property space at Heathrow. It contains answers to the common questions we are asked by our customers.

We welcome your feedback on this handbook, our website and our communications. Let us know how we can improve. Contact us at property@heathrow.com

Contacting the Heathrow property team

Your Portfolio Manager is your day-to-day contact regarding compliance issues (eg Building Inspection, Fire Risk Assessments and Colleague Fire Training). Your Portfolio Manager is also responsible for all tenancy agreements, rental negotiations, rent reviews and any changes to your space requirements.

Reporting faults

If you have any faults or pests within your accommodation that are a HAL Responsibility you must report these to the engineering help desk. Please see Section 2 page 15 for more information.

Accounts queries

If you have any questions about an invoice you have received, or any other accounts related queries, please contact: The Business Support Centre on **0141 585 6000**.

Guidance notes

The contents of these guidance notes and documents are valid and accurate at the date of writing; however, all pages are subject to revision.

If you need explanation or further information on any of the topics covered in this manual, please contact your Portfolio Manager – contact details are provided below.

If you are unclear about your obligations under your lease, we recommend you get professional advice from an appropriately qualified person.

You will find more comprehensive information on our website www.heathrow.com/company/partners-and-suppliers/property and your Portfolio Manager can provide further help and advice.

We also send out regular email updates to our customers.

Contact information

| Area | Portfolio Manager | Telephone | Email |
|------------------|-------------------|--------------|-------------------------------|
| CTA | Patrick Williams | 07523 502055 | Patrick.Williams@heathrow.com |
| Terminal 1 and 2 | Ian Hebb | 07979 703529 | Ian.Hebb@heathrow.com |
| Terminal 3 | Diane Daniels | 07776 486786 | Diane.Daniels@heathrow.com |
| Terminal 4 | Sharan Chahal | 07730 148387 | Sharan.Chahal@heathrow.com |
| Terminal 5 | Patrick Williams | 07523 502055 | Patrick.Williams@heathrow.com |
| Perimeters | Beverley Parker | 07979 703220 | Beverley.Parker@heathrow.com |





Emergency number and procedures

Emergencies

Call 222 immediately if life is at risk or use 020 8759 1212 (external / mobile)

Non emergency care

If it's not an emergency but you need immediate care, visit your recommended first aider or a Boots pharmacist for advice, medicine and vaccinations.

Boots opening times: 05:30–21:30

| Terminal | Airside | Landside |
|------------|---------------|---------------|
| Terminal 2 | 020 8759 3866 | |
| Terminal 3 | 020 8897 1891 | 020 8750 5649 |
| Terminal 4 | 020 8897 7124 | |
| Terminal 5 | 020 8283 8413 | 020 8321 3473 |

Medical training

A number of training bodies are available for first aid / emergency aid including:

London Ambulance Service:
www.londonambulance.nhs.uk

St John's Ambulance:
www.sja.org.uk

British Red Cross:
www.redcross.org.uk

Reporting safety or security matters

(dangerous situations, accidents, unattended items and security concerns)

657216 internal
or 020 8745 7216 external / mobile

Heathrow Safe. It starts with all of us.

Always keep up to date with your safety training. Training gives you the confidence to take action should an emergency arise.

Raising a fire alarm

1. Shout 'FIRE'
 2. Activate the nearest fire-alarm call point
 3. Call 222 (internal) or 020 8759 1212 (external / mobile) or lift the red phone.
- Say 'FIRE' followed by the location and any other relevant information.

If it's safe

- Stay visible so you can pass information to the Response Team
- Fight the fire with the appropriate extinguisher (only if you feel confident to do so and you have a clear escape route).

Activating a fire alarm

- A red light will flash on the call point to confirm it's been activated
- The alarm may not sound immediately
- The alarm will register at APOC
- They will send the Fire Brigade and the terminal's Response Team.

If you hear the alarm

- Move to the nearest safe zone as instructed by the public address system or the Response Team
- The safe zone is usually on the same floor / level
- The Response Team may need your help for an evacuation – to reassure passengers or control a boundary
- Always stay visible to the Response Team
- Do not stop to pick up personal belongings
- Do not use lifts.



Evacuations

Each terminal is split into zones – areas that are independently monitored and controlled. Zoning lets us evacuate people from an area containing a fire (or other emergency) to a safe zone. It means that we don't have to completely evacuate a building except in exceptional circumstances.

During an evacuation you have a duty of care to move everyone in your area to a place of safety.

The Response Team will say when you can return to your area.

What happens during an evacuation?

The terminal public announcement system will broadcast a message across the affected zone. It will tell occupants to move to an adjacent safe zone or to evacuate the terminal by the nearest available exit. If the instruction is to move to a safe zone, it will be to a zone where the public announcement system is not broadcasting a message.

If you're in the affected zone, it's your job to move passengers and colleagues safely to the location instructed by the public announcement system or the fire marshal. Take special care to help people with disabilities or mobility problems.

For more information on the evacuation procedure please refer to your employer's induction or speak to your line manager.



Reporting faults and unattended items

Reporting unattended items and lost property

1. Don't touch it
2. Try to find out who owns the item – discreetly ask people nearby if it is theirs
3. Call APOC on **020 8745 7216**

Reporting of faults

We all want Heathrow to be the best it can be. That's why everyone can, and should, report faults.

If you see something in your terminal that's not as it should be – a broken lift, for example, or maybe a jammed door or lights that need replacing – call One engineering on **020 8976 6555**. Note down the fault reference number they give you.



Reporting spills and pests and requesting cleaning

Who cleans the spills?

You are responsible for cleaning your work area and any remote storage. If you cause a spill, you must clean it up straight away.

The cleaning of public terminal areas, including seating and walkways, is Heathrow's responsibility. Although our cleaning team works round the clock, we might not be the first to discover a spillage.

Spills in public spaces

If you or any of your team finds a spillage or other cleaning issue that needs attention in a public area of Heathrow, you must take responsibility for it.

- Make the area safe, if it's reasonable to do so. Put out a 'wet floor' sign if you have one, or wipe up a small spillage
- Report the spill to your local cleaning co-ordinator and call One engineering on **020 8976 6555**.

Spills behind the scenes

Although Heathrow cleans the corridors and other communal areas, it's your responsibility as a terminal occupant to keep corridors and emergency exits clean.

You and your colleagues will:

- Take responsibility for the areas you use
- Remove obstructions from fire exits
- Report any issues you discover to One engineering on **020 8976 6555**.

Pests

- Pest Control within a Tenants Demise should be reported to the tenants own Pest Contractor
- Pest Control in a non-Tenanted area can be requested through the engineering help desk on **020 8976 6555**.

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Address and postcode

The address details and postcodes for each terminal is listed below:

Terminal 2

Terminal 2: The Queen's Terminal
London Heathrow Airport
Hounslow, Middlesex
TW6 1EW

Terminal 3

Terminal 3
London Heathrow Airport
Hounslow, Middlesex
TW6 1QG

Terminal 4

Terminal 4
London Heathrow Airport
Hounslow, Middlesex
TW6 3FB

Terminal 5

Terminal 5
London Heathrow Airport
Hounslow, Middlesex
TW6 2GA

Postcodes are provided by Royal Mail Postcodes

If you need a postcode specific to your accommodation, please contact: Royal Mail Postcodes Address Maintenance Team on **0845 606 6854**, option 2, or **addressmaintenance@royalmail.com**

Keys

All accommodation will be supplied and fitted with standard locks and keys or digipads.

If you require a lock changed, please contact your Portfolio Manager.

They will give you details of contractors who can do this for you. However, there will be a small charge from the contractor.

Cleaning

Your company is responsible for cleaning all internal areas of your accommodation including windows. Where you lease a whole building for your own use, you may also be responsible for external cleaning. Your lease agreement will clarify this.

The Property Portfolio Management team has a list of Heathrow approved cleaning companies in the Airport.

If you do have any contractual issues or questions relating to cleaning, please contact your Portfolio Manager.

For cleaning issues in common areas please contact your local cleaning co-ordinator and call One engineering on **020 8976 6555**.

Deliveries (furniture etc)

Please contact Wilson James Ltd who will be able to assist on **020 8757 4110**.

Sustainability

Heathrow encourages all tenants to reduce energy and water consumption, to the benefit of both Heathrow and our business partners, through the installation of the most efficient fittings and equipment the adoption of best operational practice.



Reporting faults

Your particular property agreement will list who is responsible if a fault occurs. Generally, Heathrow will be responsible for repairing faults to:

- The building structure
- Service media to your accommodation
- The common parts.

You will be provided with an asset responsibilities matrix, and this will help clarify whose responsibility it is to maintain which items.

Reporting faults that are the responsibility of Heathrow to rectify

Our fault reporting system manages the process for resolving building and engineering faults in Heathrow managed premises.

If you become aware of a fault:

1. Contact the faults helpline or email the One engineering Help Centre: **020 8976 6555**, **oneeng@heathrow.com**
2. Please provide as much information as possible. For example:
Location: Terminal 2A
Level: Arrivals
Room / Unit No: A10ABC123
Description of the Fault: Broken door closure in corridor
Asset Number: 12142/PLTF00014
3. You must keep a log of the fault number given. Tracing a fault without this number is not possible, and it will need to be reported again. This is likely to cause you further delay.

You can also find information on reporting faults at **www.heathrowairport.com/company/partners-and-suppliers/property/support-services**

Fixing faults that are not the responsibility of Heathrow to rectify

If a fault occurs within your accommodation, which is not the responsibility of Heathrow to rectify, you should arrange for your own contractor to carry out repairs / replacement, but in compliance with the Heathrow Approval Process (see page 48).











Waste management

It is each tenants responsibility to ensure their waste is deposited in the nearest collection area. Whether that be an internal bin room or an external bin / compactor area. Make sure you know where your nearest collection areas are.

- General waste
- Mixed recycling
- Cardboard
- Food
- Glass.



Put me in the right bin

| Bin type | I like... | Bin type | I like... |
|--|--|--|---|
|  <p>Paper</p> |  |  <p>Food</p> |  |
|  <p>Recycling</p> |  |  <p>Waste</p> |  |
| | |  <p>Batteries</p> |  |

*Large items of cardboard: please flatten and stack safely in the print areas for collection by the cleaners.

Our goal: to recycle 70% by 2020

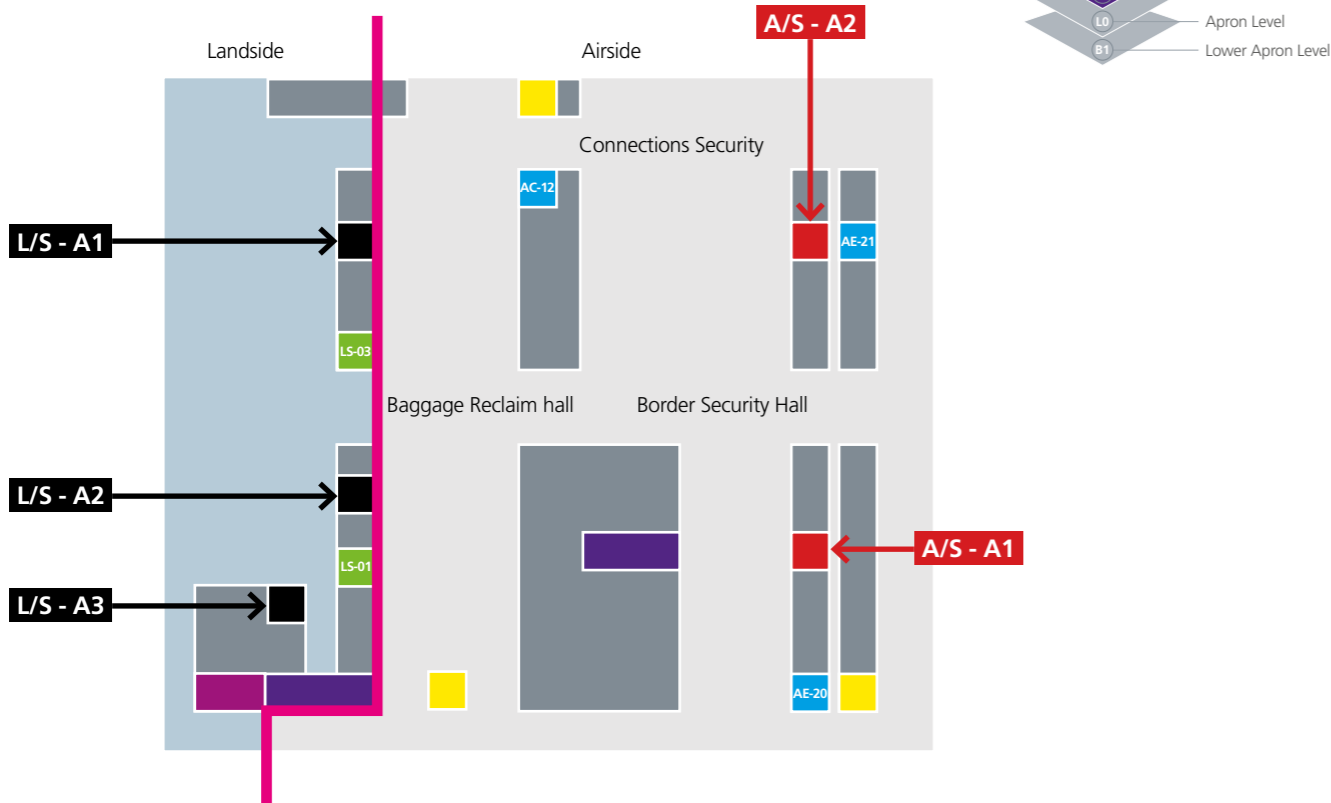
We can all reduce our waste costs by minimising waste, reusing what we can, and recycling rather than disposing of the remainder. Not only does it make commercial sense, it's the right thing to do and what our passengers expect. Support our effort to achieve our goal by putting your waste in the right bin.

If you need any further information on waste, recycling and refuse, please contact your terminal cleaning company.

Waste maps

T2A Arrivals level (L2)

There are three bin rooms Landside and two bin rooms placed Airside on the Arrivals level.

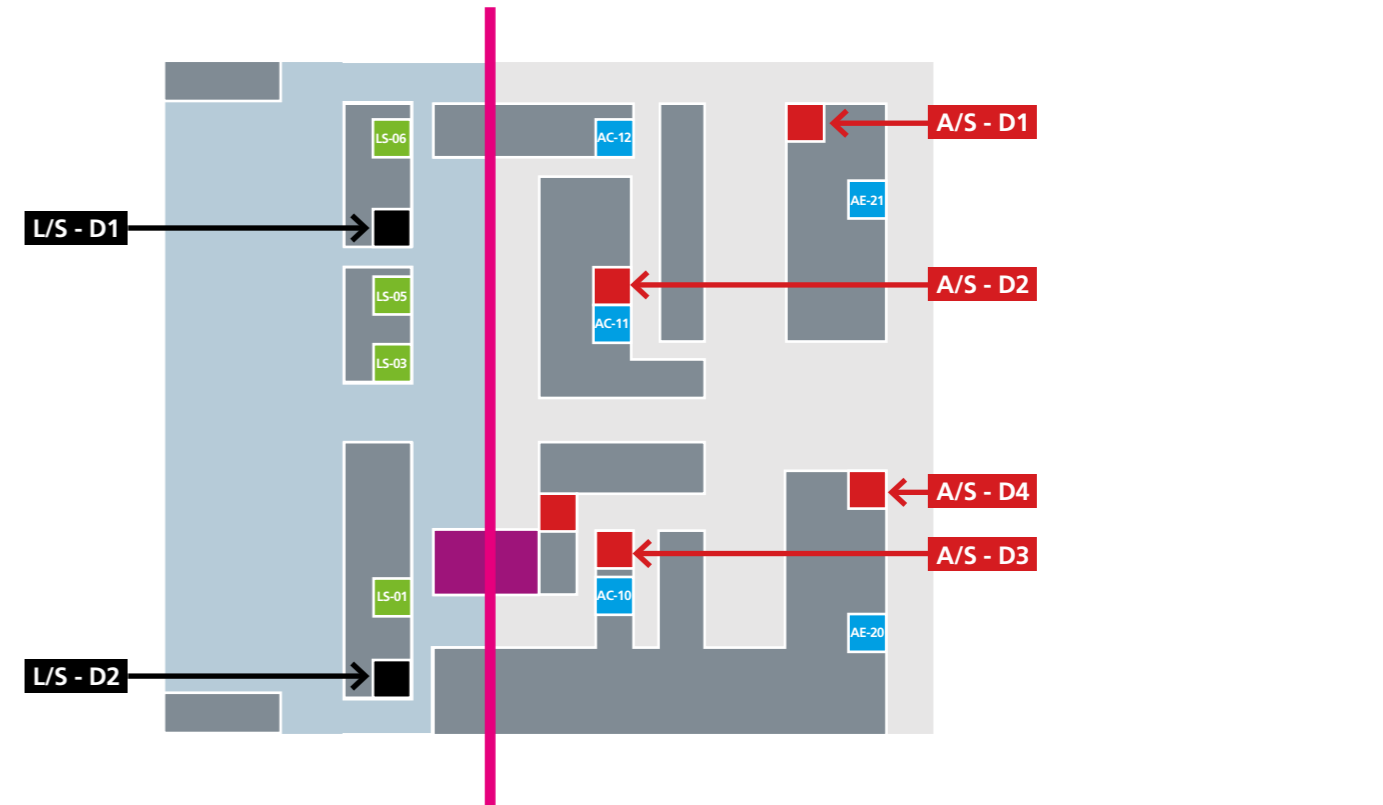


Key

- Landside / Airside
- Staff Search
- Back of house stairs (Airside)
- Back of house stairs (Landside)
- Bin room airside (Mixed recycling)
- Bin room landside (Mixed recycling)
- Cleaning store
- Staff restaurant

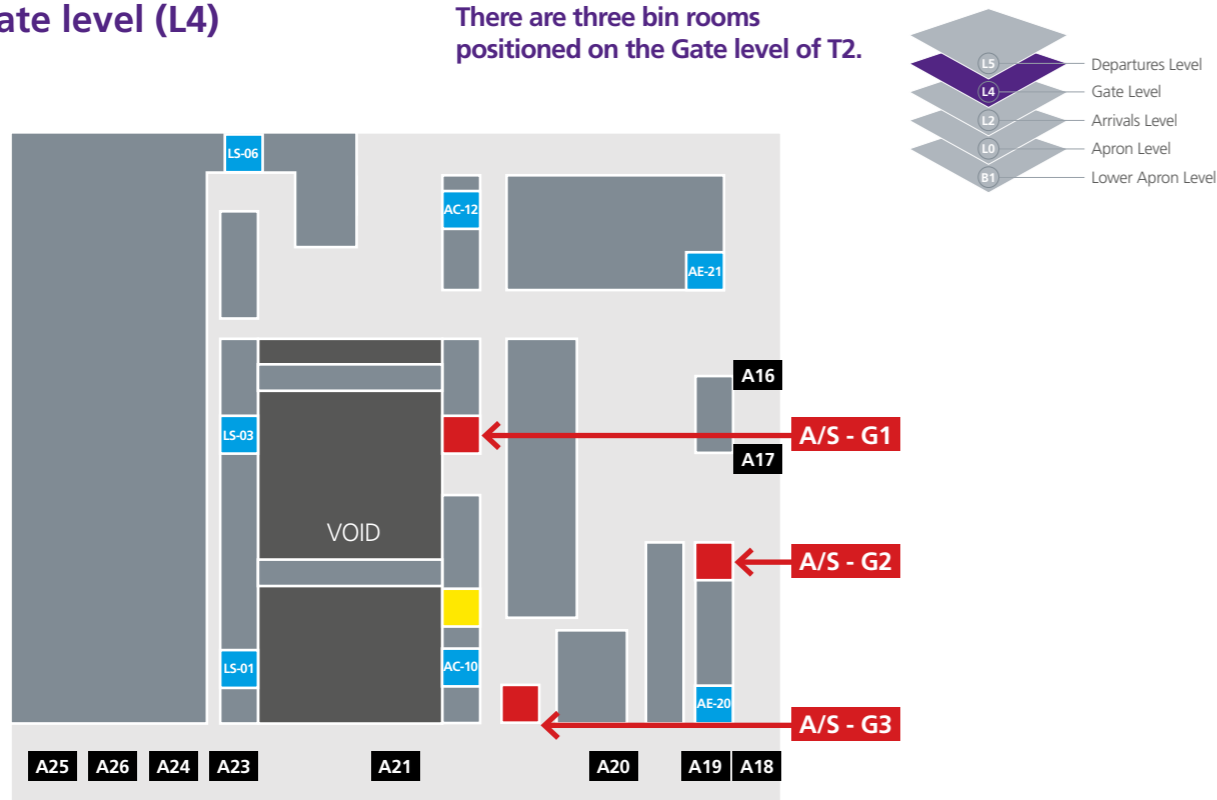
T2A Departures level (L5)

There are two landside and four Airside bin rooms positioned on the Departures level.

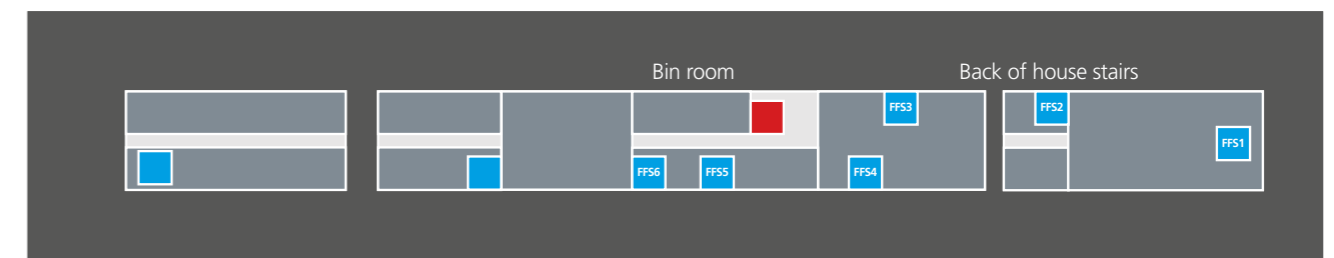
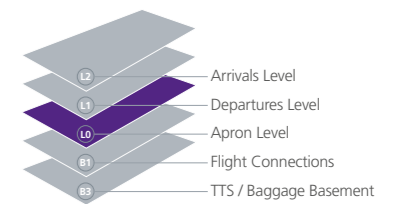


T2A Gate level (L4)

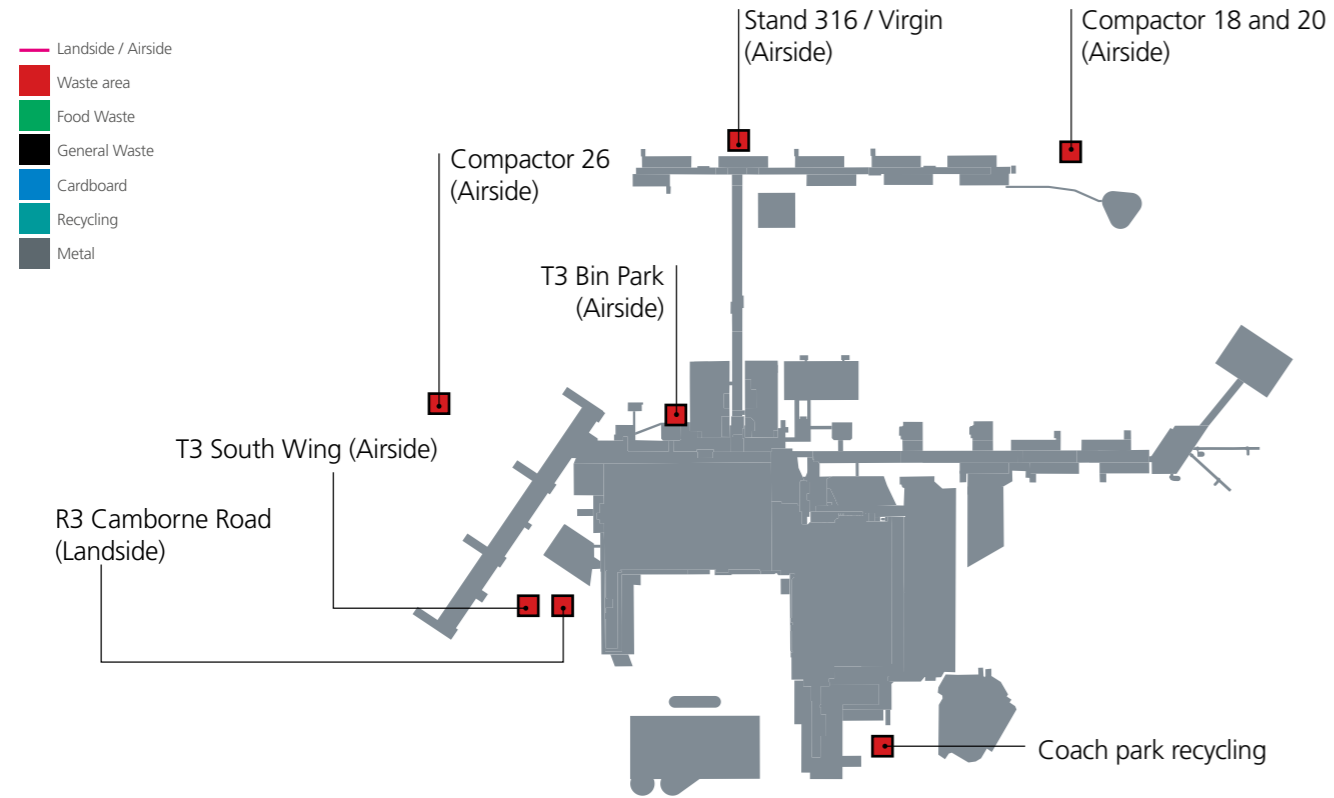
There are three bin rooms positioned on the Gate level of T2.



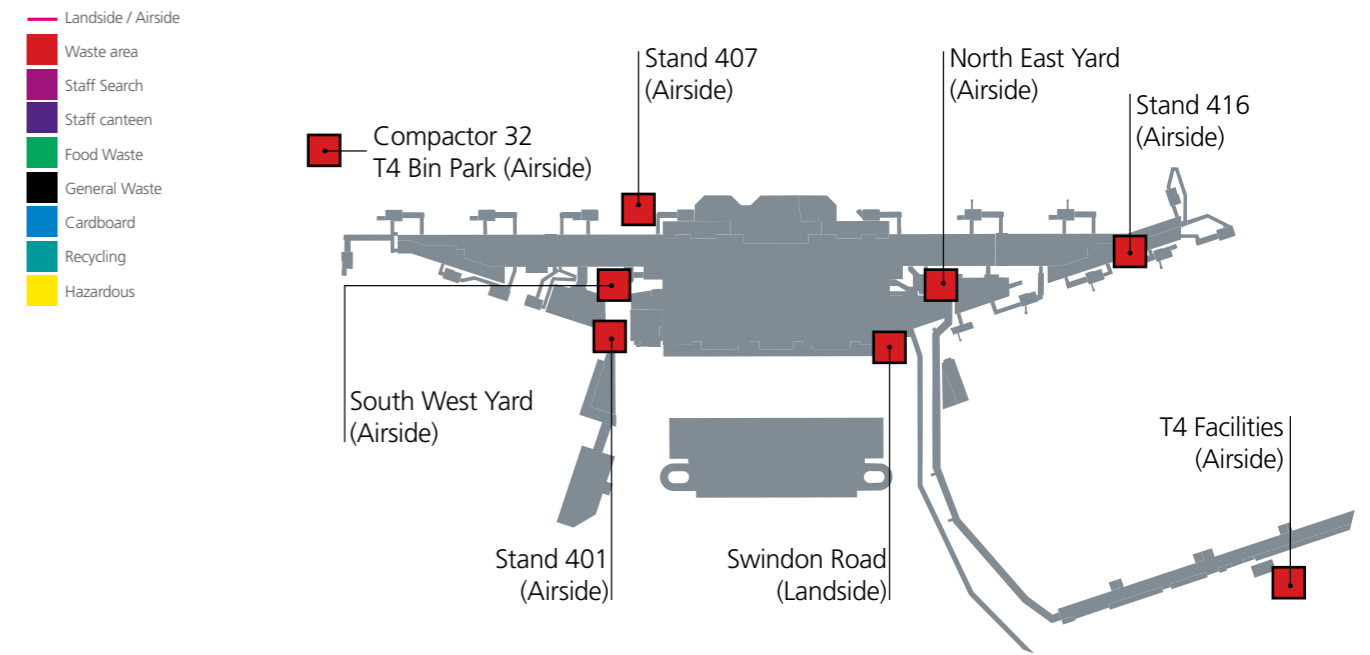
T2B Apron Level



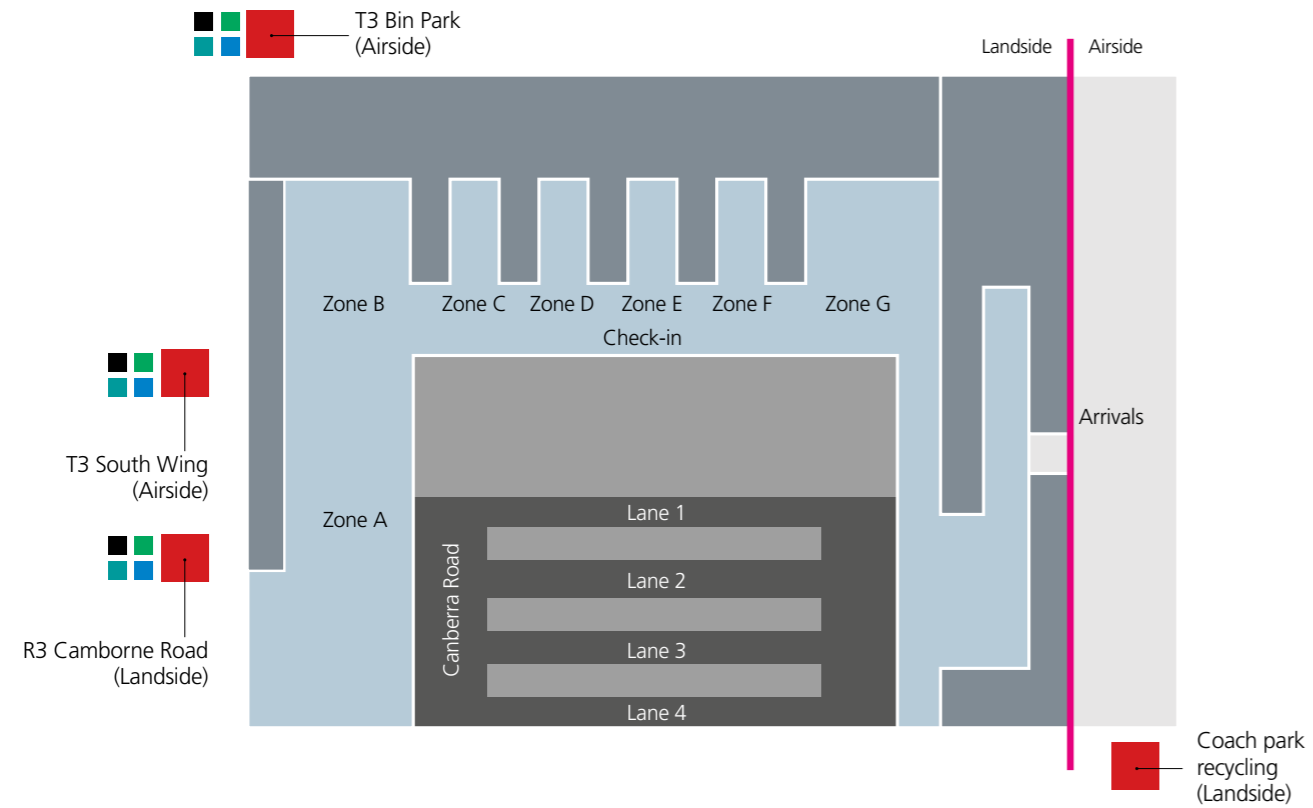
T3 Overview



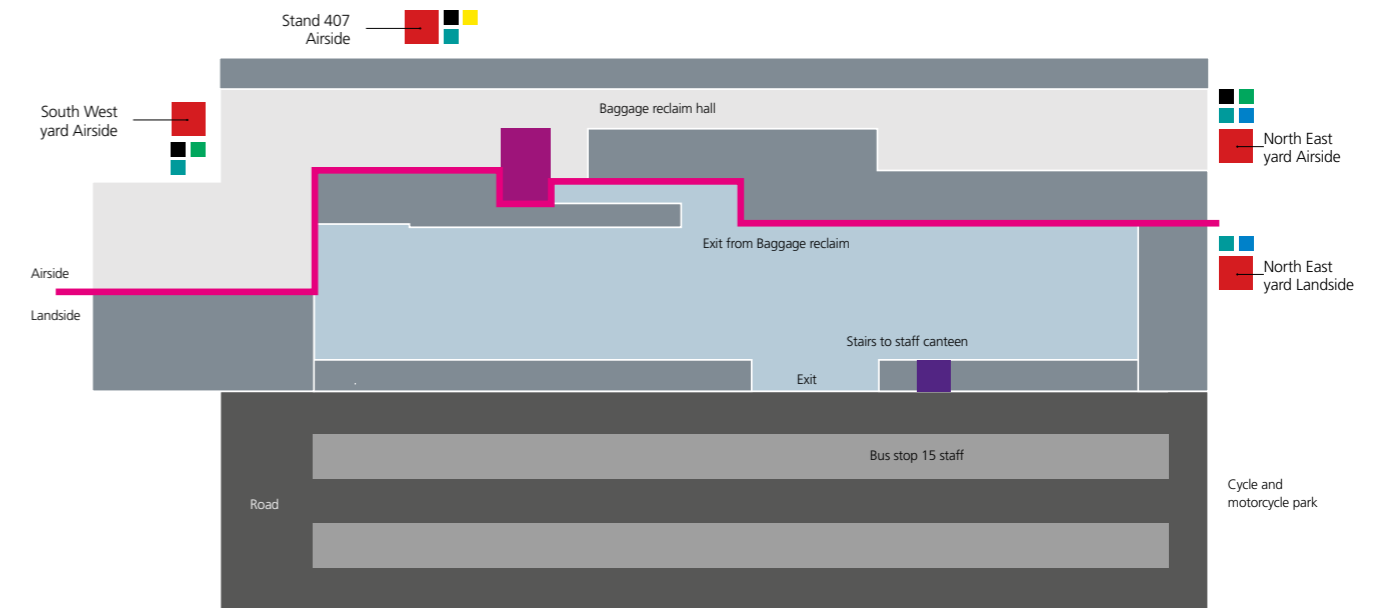
T4 Overview



T3 Check-in / Arrivals

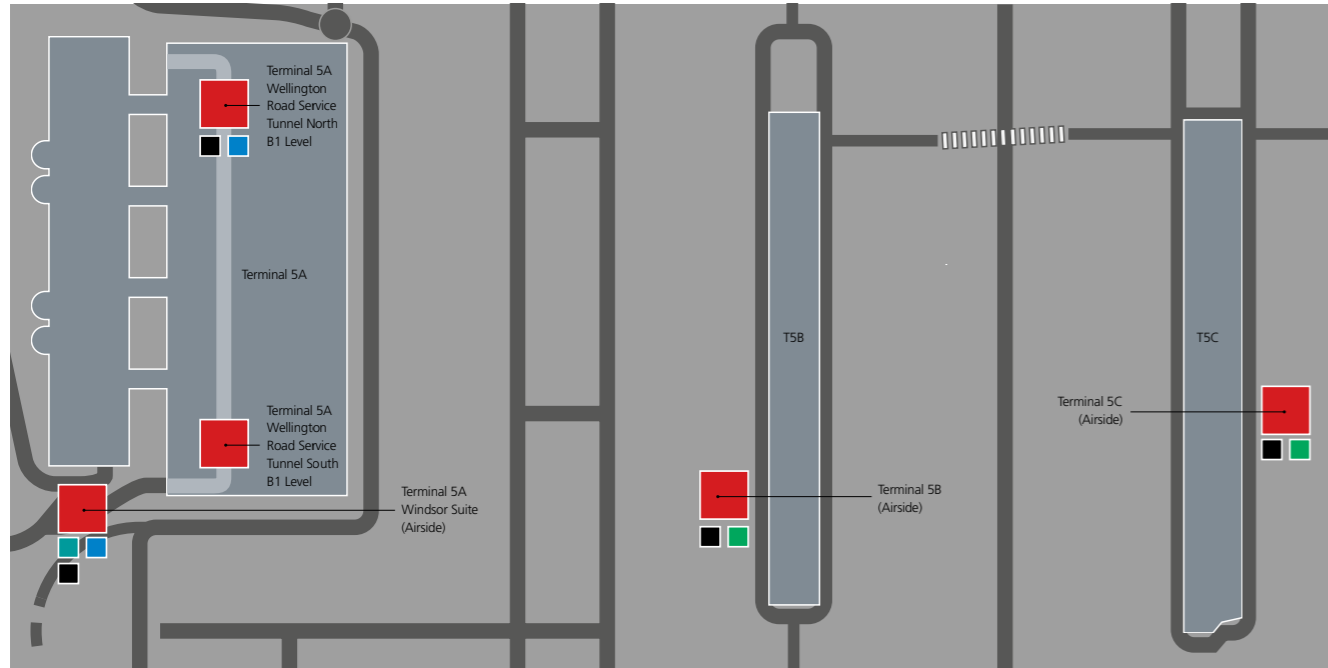


T4 Arrivals level



T5 Recycling Areas

- Waste area
- Food Waste
- General Waste
- Cardboard
- Recycling



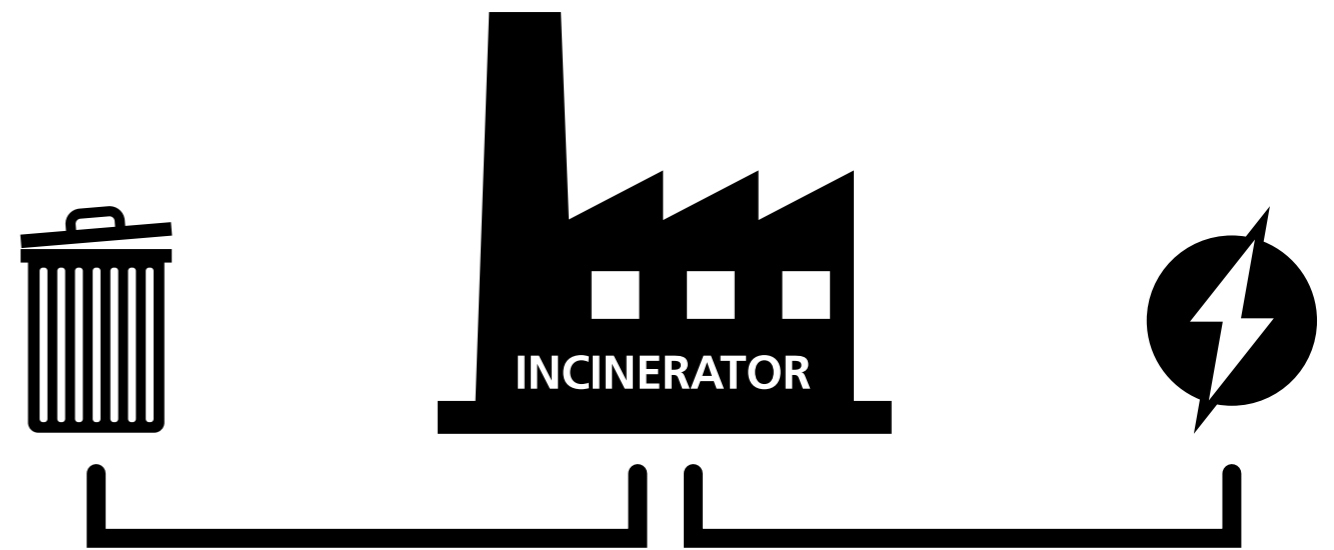
Why?



Food waste is turned into compost.



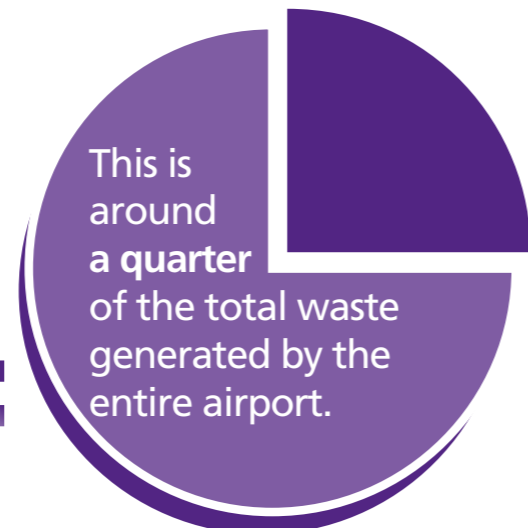
Recyclables are turned into new products.



Rubbish generates heat and electricity.

Our goal:
to recycle **70%**
by **2020**

To manage waste effectively, we are committed to reducing, reusing and recycling as much as possible.



Requesting Heathrow IT and telecom services

Heathrow Commercial Telecoms offer an end-to-end telecommunications service at the airport. When you connect to our services, your business benefits from:

- Onsite support that is always with you
- Heathrow based Network Operations Centre (NOC)
- A dedicated Commercial Telecoms Account Manager.

Below is a summary of our products and services. Please mention 'Property Handbook' when you place your order with us in order to receive free installation on telephony and broadband.

For more information please contact Rob Pengilley at rob.pengilley@sita.aero or visit our website at www.heathrow.com/telecoms



A-CDM Kiosk-PC

Access the A-CDM application via a standard Heathrow built PC.



Co-location

For greater flexibility, sustainability, cost reduction. A shared facility for businesses at Heathrow.



Sky

Available through the IPTV service in standard definition (SD).



Beacons

Trigger targeted messages to specific passenger based on their location at Heathrow with our beacons registry.



Flight Information Display Screens (FIDS)

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



Telephony

Cisco Call Manager technology providing both IP and analogue telephony for inbound and outbound calls.



Broadband

Connect your own equipment or use the Heathrow virtual managed service.



IPTV

Digital based internet television system that is distributed over the Heathrow network infrastructure.



Wide Area Mobile Data

Dedicated 4G service for excellent coverage to outdoor areas.



Wi-Fi On The Move (OTM)

Stay connected to the internet and your corporate applications around Heathrow Airport.



Managed LAN

Secure, flexible solution to connect customer data and IT systems across all terminals and other locations.



Wireless LAN

Secure, extensive coverage via resilient access points throughout operational areas of the airport campus.



Closed Circuit TV

Provisioned as either a dedicated or shared service using Heathrows managed network.



Passive Copper

Complete network cabling service available on a managed basis.



Passive Fibre

Connection to fibre when the required network connectivity is over 90 metres in length.



Radio

Keep staff connected with instant communication via analogue or digital radio at a push of a button.

Altering your accommodation

Under the terms of your lease, you must inform Heathrow of any changes you are planning to your accommodation, and formal approval may be required.

We have a dedicated team to help you through this process.

If you have any further queries about the approvals process then please contact:

Property Approvals

Neil Edwards
07880 783470
neil.edwards@heathrow.com

Simon White
07867 905190
simon.white@heathrow.com

Wendy McDonnell
07899 066008
wendy.mcdonnell@heathrow.com

You can view the fit out guidelines document at:
www.heathrow.com/file_source/Company/Static/PDF/Partnersandsuppliers/Fit_out_guidelines-Heathrow_property.pdf

You can also contact your Portfolio Manager for the latest version.



Inspections of the workplace

Inspections of the workplace are necessary for checking compliance with the health and safety legislation and lease requirements.

The Occupier must carry out periodic inspections of their workplace.

The inspections must be recorded, and any actions must be remedied in a timely manner. You should pay particular attention to these types of hazards:

- Fire
- Electrical
- Dangerous substances
- Slips and trips
- Access and egress (especially emergency exits and routes)
- Unsafe machinery or equipment
- Toilet and cooking area hygiene
- Kitchen extracts
- Housekeeping
- Workplace environment (lighting, temperature, ventilation and noise).

Inspections by Heathrow

All property areas will be inspected annually by either Heathrow Property or one of our audit contractors.

All customers / areas will then be subject to inspection by either Heathrow Property or its auditing contractor.

When we carry out an inspection, our goal is to ensure:

- You are complying with the terms of your property agreement
- There are no likely impacts to the airport operation
- You are adhering to fire regulations and health and safety at work legislation
- You are adhering to current airport instructions.

Please refer to Appendix B for details regarding our audit scope.

Health and safety responsibilities

Your property agreement contains information on the responsible person.

If there are overlaps of responsibilities and / or disagreements over the lease, the Management of Health and Safety at Work Regulations 2006 (further information can be found at www.hse.gov.uk) clearly states all parties must cooperate to resolve any health and safety issues.

Contingency planning

Contingency planning helps you to keep trading safely and profitably after an incident that has temporarily disrupted your operations.

We recommend you prepare instructions / contingency plans for you losing or partially losing access to your accommodation. These plans should help your colleagues and managers in this situation.

Responsibilities

Employers must provide out of hours contact details to the Terminal Control Centre.

If you are not able to occupy your accommodation due to an incident, Heathrow will try to provide similar accommodation where possible.

It is a tenant's responsibility to ensure their critical systems are backed up with an alternative power source, and this is maintained.



Electrical safety

All areas of the airport are supplied with an electrical supply, which is normally 240v AC, unless otherwise stated.

The circuits and protective devices within Heathrow premises are designed to meet the requirements of the current British and European standards, in addition to the electrical safety regulations.

The electrical supply is inspected and tested at regular intervals by the Heathrow Engineering department.

Improving or upgrading your system to suit different needs

Any changes to your system:

- Must be carried out by approved qualified engineers holding Heathrow electrical certificates
- A submission must be made through our project approval process.

Remember that overloaded circuits will damage the installation and are a fire risk.

All appliances connected to the supply must be regularly checked by competent colleagues in accordance with the guidance from the Health and Safety Executive (HSE). These checks may include PAT (portable appliance testing) and need to be recorded.

Damaged equipment

All damaged equipment must be taken out of service and not used until the correct repair has been carried out or the unit is replaced.

Specialist equipment and restrictions and requirements

| Item | Restrictions | Action |
|--|---|---|
| Specialised equipment (such as battery chargers) | Need additional control measures to be installed for example; local exhaust ventilation (LEV) which must be designed and installed by specialist engineers. | If you have or require battery chargers please contact your Portfolio Manager who will provide information for the installation and approval. |
| Electrical cooking appliances | Electrical cooking appliances are limited by the type of accommodation you have. | If you have any queries with regard to what equipment you can have then please contact your Portfolio Manager who can advise. |
| Kitchen | Any installations of cooking appliances must be specifically discussed and approved via the property projects team. | Please contact your Property Portfolio Manager. |
| Extension leads and other trailing cables | Extension leads and other trailing cables must be installed in a way to prevent a tripping hazard. These should be placed away from pedestrian routes and within designed cable containment/management trunking. Extension leads should only be used short term. | |
| Multiple plug outlets | Multiple plug outlets must not be left lying on the floor as this is considered to be a fire hazard. If required they should be affixed to a wall or back of desk. All electrical system faults must be reported immediately to your designated helpdesk number. | |



PAT testing

All tenants under the terms of their lease must comply with Heathrow Standards.

PAT testing (portable appliance testing) is the chosen Heathrow standard for ensuring that electrical appliances are safe.

PAT testing is also the normal recognised method of complying with the relevant Regulations.

Obtaining an exemption to PAT testing

There is not a legal requirement for PAT testing, but it is the responsibility of the owner to demonstrate any alternative method is recorded and is least as effective as PAT testing. Failure to do this is prosecutable in a court of law.

If the Tenant can demonstrate PAT testing is unsuitable and submits an alternative method equal to or superior to PAT testing, then it is possible an exemption can be made.

Risk assessment

Risk assessment is needed in order to comply with the Management at Work Regulations.

All employers must identify, assess and record, in writing, all significant risks to their employees and to others who may be affected by their work, before they do the work.

Carrying out a risk assessment

The risk assessment must contain written details of the control measure that are being adopted by the employer to protect employees and others from significant hazards.

It is important and a legal requirement to:

- Make the risk assessment document available for employees affected by the hazards
- Review it whenever there is a change in working practice, or every 3 years.

Accident reporting

Under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) it is the employer's duty to report certain incidents to the relevant enforcing authority.

Further information can be found at www.hse.gov.uk/riddor

These incidents are:

- Reportable injuries to employees and members of the public
- Reportable diseases
- Reportable dangerous occurrences.

Reporting an accident

Any incident of property damage or personal injury, disease or dangerous occurrence which occurs in a Heathrow managed premises must be reported by the occupier to their Portfolio Manager at the earliest opportunity.



Know your ID passes

ID passes tell colleagues where the holder can go at Heathrow. If someone doesn't appear to have the right pass for the location, challenge them.

Rules on the wearing of ID passes

- Pass-holders must display their ID passes at all times on a Heathrow-approved lanyard or arm band while they're on airport premises
- If a pass-holder refuses to be searched, access to security-restricted areas will not be given
- If your details change, inform the ID Centre
- If you lose your ID pass, report it to the ID Centre and the local police **020 8757 0990** Mon–Fri 08:00–16:00. Out of hours, contact APOC on **020 8745 7216**
- Misuse of an ID pass will result in its withdrawal
- When you're off duty, do not enter the critical parts of the security-restricted area (excludes breaks from duty on a working day and 30 minutes before starting or after finishing work for the purposes of discount shopping)
- Remove your ID pass while you're travelling to and from work
- Challenge anyone who is not wearing an ID pass in a staff-only area.

Numbers (or the letter B) on the pass provide more detail on specific zones.

- 1 Internal area or areas of critical parts (departure lounges, piers and the interior of other buildings) with the exception of zones 2 and 3 below
 - 2 Baggage reclaim halls
 - 3 Baggage make-up areas – access is also identified with a letter B to the right of the zone numbers
 - 4 Ramp
 - 5 Aircraft and their footprint
 - 6 All the other areas of the CPSRA (eg runways)
- B** Baggage.



Colour-coding makes access privileges easy to spot



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



Pass-holder has access to all internal security-restricted areas.



Pass-holder has landside access only.



Issued to air crew only: pass-holder has same access rights as standard blue passes.



Issued to diplomatic staff only: pass-holder has access to internal and external security-restricted areas.



Pass-holder has access to all other airside areas.



Temporary pass.

Your journey to Heathrow

Our Heathrow Commuter team are the experts in sustainable commuting. They can help you find a sustainable and more cost-effective route to and from work.

Trains

Heathrow Express and Heathrow Connect provide connections from Paddington to Heathrow.

Buses and coaches

Heathrow's comprehensive bus network reaches many destinations, not just those nearby but as far away as Reading and Oxford. Many local services are tailored to the needs of Heathrow, operating round the clock or during the early mornings and late evenings. For colleagues on shift work, 13 services reach Heathrow for 04:00. Buses do not take cash – Oyster cards only.

Heathrow free-travel zone

Free travel around the airport by train, underground and on most local bus services.

Heathrow Cycle Hub

The Heathrow Cycle Hub offers a 10% discount on any purchase, a free service (with 10% off all parts required) and free maintenance courses.

Travelcard

Cut as much as 30% off the cost of selected bus, coach and train services with a monthly or annual travelcard. To buy one, register at heathrow.com/travelcard or book an appointment.



Heathrow Carshare scheme

With more than 7,500 members from over 250 companies, the Heathrow Carshare scheme is the world's largest single-site scheme. And it's open to everyone at Heathrow.

Heathrow Commuter

To find out more about car sharing, discounted train, bus and coach travel visit heathrow.com/commuter or call **020 8745 2766**

Heathrow Commuter
Helping you make better travel choices



Come and see us

| | |
|------------------|---|
| Monday | T3: Landside canteen |
| Wednesday | T5: Landside canteen (upstairs by coffee shop) |
| Friday | T4: Landside canteen |



Colleague restaurants in every terminal

There are nine colleague restaurants within the Heathrow terminals, all operated by Eurest.

Terminal 2A Landside

– in arrivals next to Marks & Spencer and domestic arrivals.

Airside

– in arrivals near AC10 stairwell; accessible via double doors on the left before reaching the baggage reclaim hall.

Terminal 2B

– accessed from the exit corridor to Terminal 2A via the first double doors on the left-hand side.

Terminal 3 Landside

– on the floor above the arrivals level, the corridor links the multi-storey car park walkway bridge to the upper level of departures.

Terminal 4 Landside

– via double doors opposite BHRC next to Heathrow Express.

Terminal 5A Landside

– mezzanine level accessed by burgundy lift to level 1.

Airside

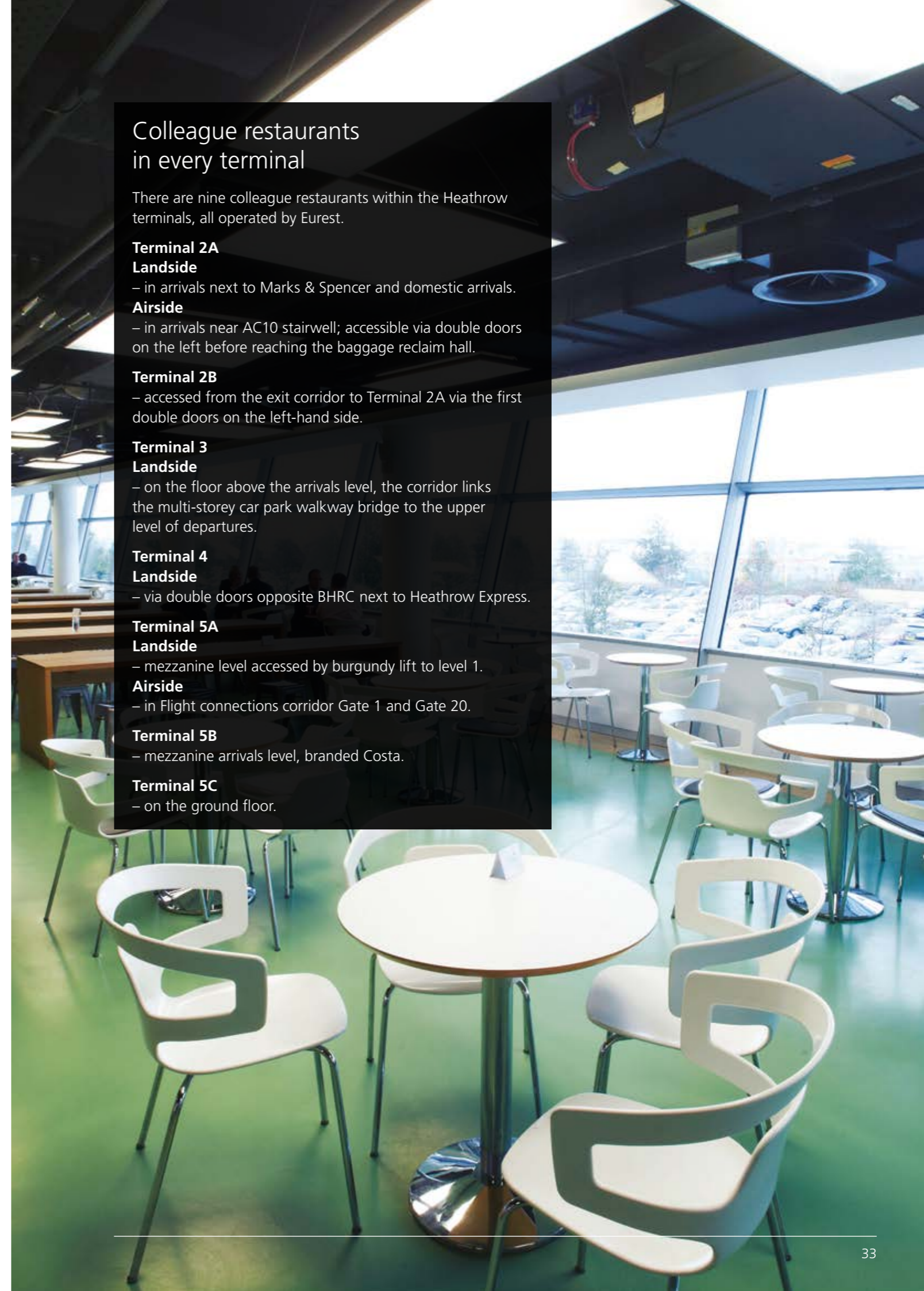
– in Flight connections corridor Gate 1 and Gate 20.

Terminal 5B

– mezzanine arrivals level, branded Costa.

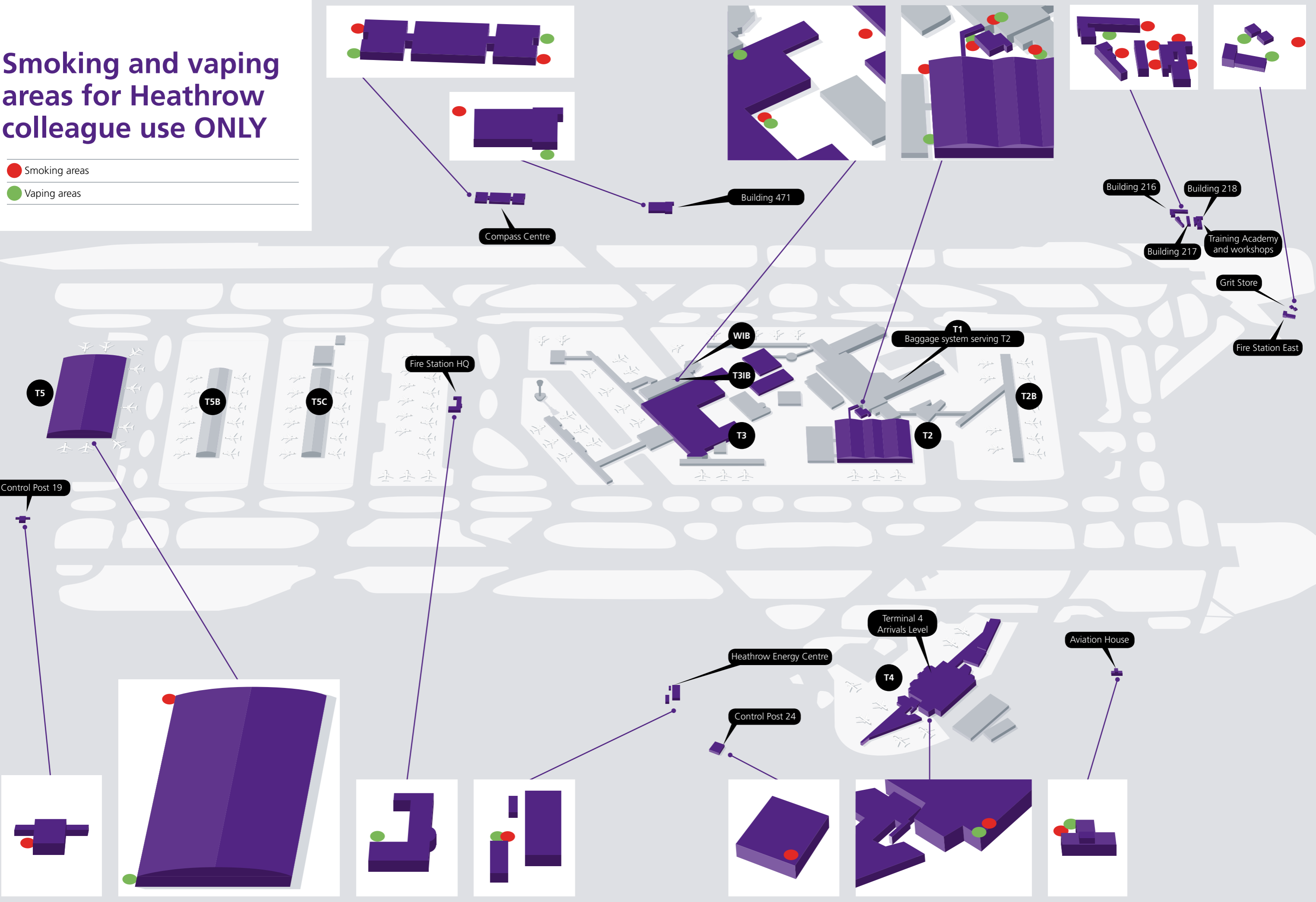
Terminal 5C

– on the ground floor.



Smoking and vaping areas for Heathrow colleague use ONLY

- Smoking areas
- Vaping areas



03 Fire Protection

| | |
|--|----|
| Colleague fire training | 38 |
| Fire safety | 39 |
| Fire risk assessment | 39 |
| Fire assembly points | 40 |
| Run, Hide, Tell | 43 |
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| Preventing accidental fire alarm activations | 45 |



Colleague fire training

Once you have moved into your accommodation all your colleagues must receive fire training by a competent person within 1 month of your move in date.

It is your responsibility to ensure that your colleagues receive the required fire training and to ensure that a fire risk assessment of your premises is carried out.

A large, illuminated 'EXIT' sign in a modern airport terminal. The sign is white with a glowing green outline and is mounted on a curved, metallic structure. Below the sign, there is a green banner with the text 'Nothing to declare' and a red banner with 'Customs enquiries Goods to declare'. Further down, there is a green sign with an upward arrow and the text 'Emergency exit'. The background shows a modern airport terminal with glass walls and a polished floor.

Fire safety

One essential requirement of building fire safety is training. All persons must be instructed in the following annually:

- Action on the discovery of a fire
- Action upon hearing the alarm
- Location and operation of fire alarm call points
- Means of fighting a fire
- Method of calling the fire brigade
- Familiarity with all means of escape and roll call procedure
- The location and use of fire doors
- Evacuation and assembly points
- Visitors
- Written Emergency Procedures.

You must ensure that all newly employed colleagues (including those casually employed and contractors) are given a fire and safety brief on the first day of starting work. They must subsequently attend an approved Heathrow fire training course within 30 days of their first day of employment.

PLEASE NOTE that Heathrow Evacuation cards should be carried on persons at all times (applies to terminals only).

Heathrow will ask you to confirm every year that all colleagues received training within your organisation. Your Portfolio Manager may ask for sight of your Fire Training and Log Book.

In order to help airport companies meet their legal obligations towards fire training, Heathrow conduct Fire Training Facilitator courses to 'Train the Trainer'. This trains a member, or members of colleagues who can then train other colleagues themselves. Please contact James Costigan, Heathrow Fire Safety Manager, for more details (**07843 369273 james.costigan@heathrow.com**).

Alternatively, fire training can be arranged through an external provider such as Acufire, who will be happy to help. Their contact details are:

Andy Dobbs
07703 131089
andy.dobbs@acufire.co.uk

NB There will be a cost associated with this service.

Fire risk assessment

Under the Regulatory Reform (Fire Safety) Order 2005. The primary responsibility for workplace fire safety is on the employers and those in control of workplaces. A risk assessment is mandatory and should be carried out by the person trained and competent to conduct a Fire Risk Assessments. The Fire Risk Assessment must take into account the following:

- Identify potential fire hazards
- Decide who may be affected
- Evaluate the risks and decide whether existing control measures are adequate and if not what measures are required
- Record all findings and notify all relevant parties
- Keep assessment under review.

External providers, such as Acufire, can assist in carrying out the risk assessment. Their contact details are:

Andy Dobbs
07703 131089
andy.dobbs@acufire.co.uk

NB There will be a cost associated with this service.

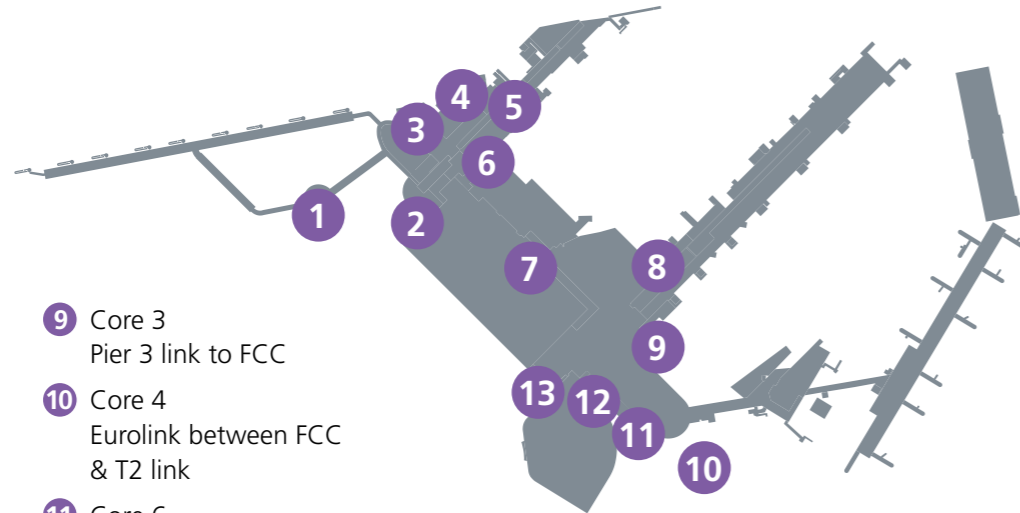


Fire assembly points

T1 Building evacuations



- 1 Rotunda core
Pier 4a Rotunda
- 2 Core B
Main building adj
to dom reclaim
- 3 39 steps
Pier 4 nose building
- 4 Core 9
Pier 4 CIP lounge &
RTW office
- 5 Core 5D
Gate 5 adj gate 5D
- 6 Core 10
Pier 4 end of
Main building
- 7 Centre core
Centre of main
building
- 8 Core 2
Old IDL
- 9 Core 3
Pier 3 link to FCC
- 10 Core 4
Eurolink between FCC
& T2 link
- 11 Core 6
FCC
- 12 Core 7
FCC
- 13 Core 8 (silver core)
Main building adj zone K

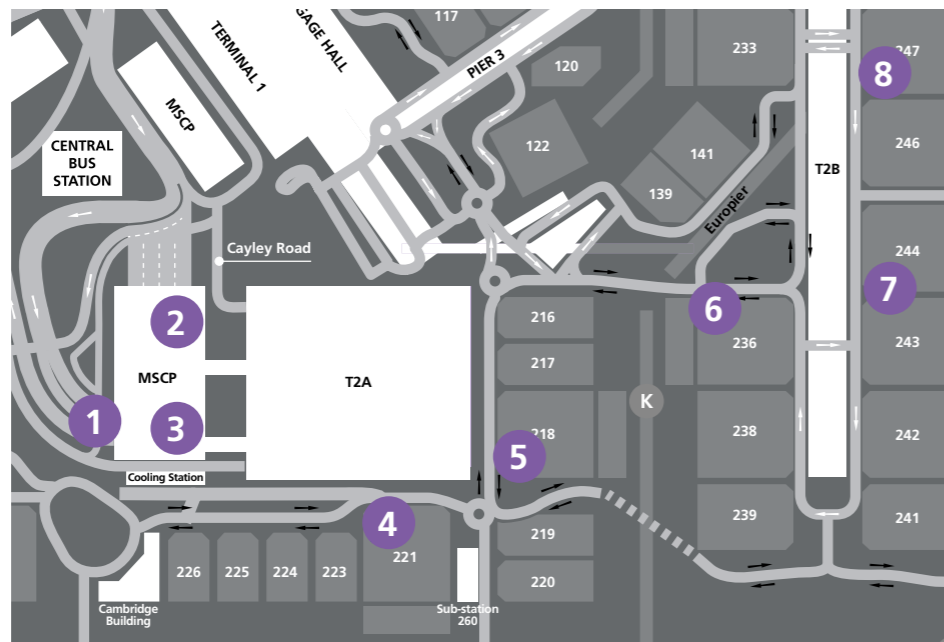


Important – if you activate a fire alarm call point the alarm may not sound immediately. A red light will flash on the call point to confirm that it has been activated. The alarm will be shown in APOC, who will dispatch the Fire Brigade and the Terminal FRT.

T2 Building evacuations



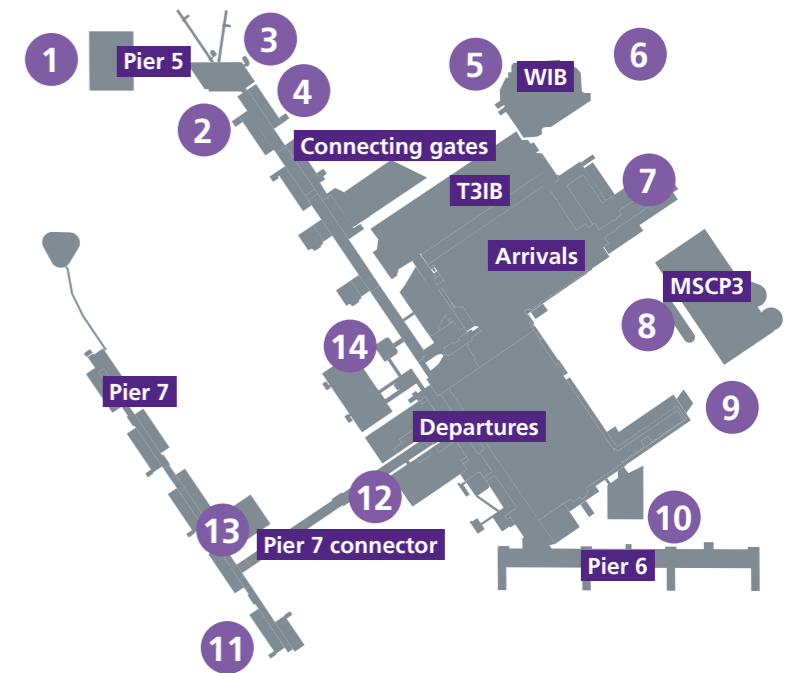
- 1 Cressna Road,
SW of MSCP2, under
ramp
- 2 MSCP, all levels,
opposite escalators
- 3 MSCP, all levels,
adjacent to South link
bridge
- 4 Airside stand 221
- 5 Airside stand 218
- 6 Airside stand 236
- 7 Airside stand 244
- 8 Airside stand 247



T3 Building evacuations



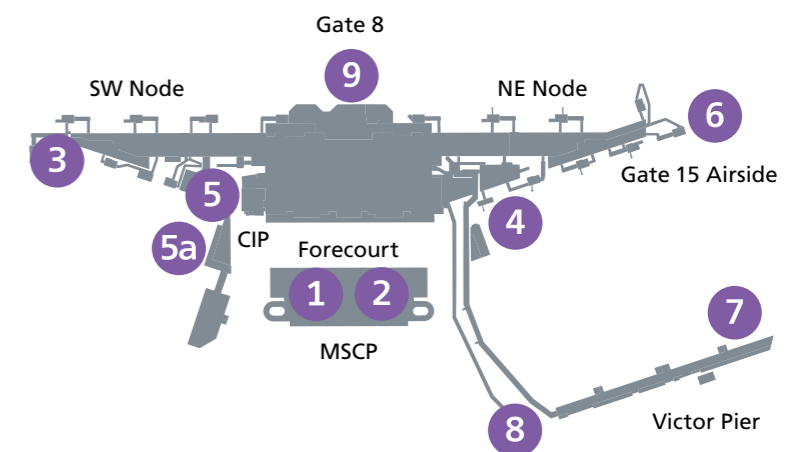
- 1 Pier 5, knuckle
by stand 342.
- 2 Pier 5 adjacent
to stand 335.
- 3 Pier 5, end of pier
adjacent to stand 330.
- 4 Pier 5 adjacent to
stand 328. (Accessible
assembly point)
- 5 WIB adjacent to
stand 351.
- 6 Adjacent to control
post 8 landside.
- 7 T3 Arrivals, East
Wing Courtney rd.
- 8 T3 fore court,
drop off lane 5.
- 9 Control post 5 airside
by exit turnstile.
- 10 Pier 6 link opposite
ART tunnel and
retail delivery area.
- 11 Pier 7 adjacent
to stand 314.
- 12 Pier 7 link behind
Romeo Cul-De-Sac
blast screen.
- 13 Pier 7 Lima 18 Transfer
baggage. Adjacent
stand 318.
- 14 Muster point
adjacent to the
new FCC. Accessible
assembly point.



T4 Building evacuations



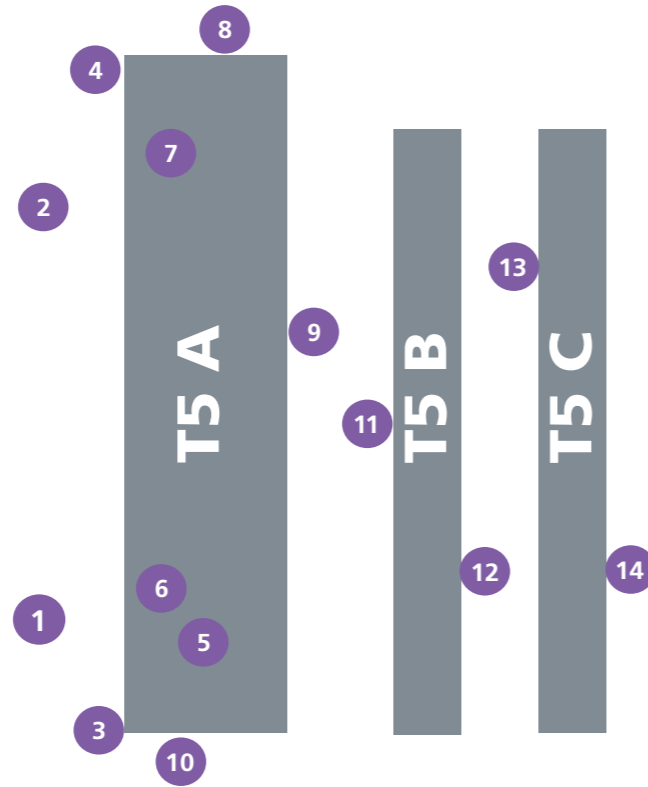
- 1 Arrivals landside (lower
level) 4th pavement
- 2 Departures landside
(upper level) 4
pavement
- 3 Apron level adjacent
to stand 403
- 4 Apron level adjacent
to stand 420
- 5 Spelthorne Suite
Apron level adjacent
to stand 402
- 5a TBF / ABF parking area
- 6 Apron level end of pier
next to stand 414
- 7 Apron level adjacent
to stand 424
- 8 Adjacent to Control
Post 21 airside
- 9 Apron level adjacent
to stand 408



T5 Building evacuations



- 1 Landside, departure level forecourt road south
- 2 Landside, departure level forecourt road north
- 3 Landside, forecourt ground level south
- 4 Landside, forecourt ground level north
- 5 Landside, Wellington Road B1 level opposite ES23
- 6 Landside, Wellington Road B1 level adjacent ES23
- 7 Landside, Wellington Road B1 level adjacent ES20
- 8 Airside stand 505
- 9 Airside stand 512
- 10 Airside stand 523
- 11 Airside stand 535
- 12 Airside stand 544
- 13 Airside stand 555 / 556
- 14 Airside stand 565



If an armed attack happens, you should always follow the National Counter Terrorism Policing advice for everyone in the UK to

RUN HIDE TELL



RUN

to a place of safety. If there's nowhere to go, then...



HIDE

Remember to turn your phone or radio to silent and disable vibrate. Barricade yourself in if you can.



TELL

Call **APOC** on **222** from a Heathrow landline or **0208 759 1212** from your mobile, or the **police** on **999**

Save the **APOC emergency number** to your mobile phone now

0208 759 1212

Fire protection

In recent years Heathrow has implemented a number of technical and management initiatives in conjunction with our capital investment in fire safety. Such initiatives have resulted in a significant reduction in fire calls due to false alarms, from 992 in 2008 to just over 500 in 2013. However given the size, complexity and number of fire alarm devices across the Heathrow Campus, the number of false alarms is always going to be challenging compared to other premises or facilities outside Heathrow.

Preventing accidental fire alarm activations

The Airport Fire Service respond to every fire call and may be supported by London Fire Brigade depending on the nature of the incident report. The response times are comparative and therefore both services arrive on site within approximately six minutes of the initial call. Given that over 90% of fire alarm activations are false alarms, the policy imposed by LFB, since 1 January 2014, is to charge for attendance of false alarms. This has been derived from a need to deploy resources intelligently and without compromising safety. Therefore the need to reduce avoidable activations has never been so great. These activations are very costly to airport companies through lost time caused by evacuation of colleagues and passengers.

As part of Heathrow's communication with all stakeholders across the airport; we wish to work with you to reduce the number of fire alarm activations.

All of the fire alarm activations at Heathrow are avoidable. Many of these avoidable activations are linked to the inappropriate positioning or use of electric kettles, microwaves and toasters.

During 2016 there were a considerable amount of fire alarm activations attributed to smoke or heat from cooking appliances. Almost every month one of these activations led to an evacuation of the area and on occasions led to passenger evacuations and business disruption.

There are bullet points listed below that help support the reduction of accidental and avoidable fire alarm activations and evacuations at Heathrow.

- All toasters and microwaves should comply with requirements of BS EN 60335-2-48
- All appliances used in the work area must be supplied by the employer and not brought into the work place without company approval
- All portable appliances are subjected to periodic Portable Appliance Testing. Once tested, a sticker will be attached to the appliance stating the date of the test. If a sticker is not present, presume the appliance has not been tested and therefore should not be used
- Only standard microwave ovens without additional cooking features such as grills may be used
- The appliances must be positioned on the work surface and NOT placed on top of another appliance eg toaster or kettle on top of microwave oven or fridge
- The appliances must not be cluttered and ventilation grills on the microwave ovens must not be blocked
- Kettles and toasters must be attended for the duration of the cooking operation. Microwave ovens must be in view for the full duration of the cooking period
- Avoid the use of electric kettles by installation of appropriate water boilers.

All of the above cooking equipment must be appropriately located within food preparation or kitchen areas. If you wish to introduce a cooking appliance into another location, agreement must first be gained from the Terminal Maintenance Compliance Manager or Head of Section and the Fire Risk Assessment must be updated to reflect the changes.

If you are unsure about the location of an appliance that is currently in use please contact your Property Portfolio Manager and request advice.



04 Useful weblinks

Welcome to Heathrow

www.heathrow.com/company/partners-and-suppliers/property

Property team contacts

www.heathrow.com/company/partners-and-suppliers/property/customers

Introduction and guidance notes

www.heathrow.com/company/partners-and-suppliers/property

Useful telephone numbers

www.heathrow.com/company/partners-and-suppliers/property/support-services

Altering your accommodation

www.heathrow.com/file_source/Company/Static/PDF/Partnersandsuppliers/Fit_out_guidelines-Heathrow_property.pdf

Reporting faults

www.heathrow.com/company/partners-and-suppliers/property/support-services

Fire safety guidance

www.heathrow.com/file_source/Company/Static/PDF/Partnersandsuppliers/Fire_safety_guidance-Heathrow_property.pdf



Appendix A

Fault reporting

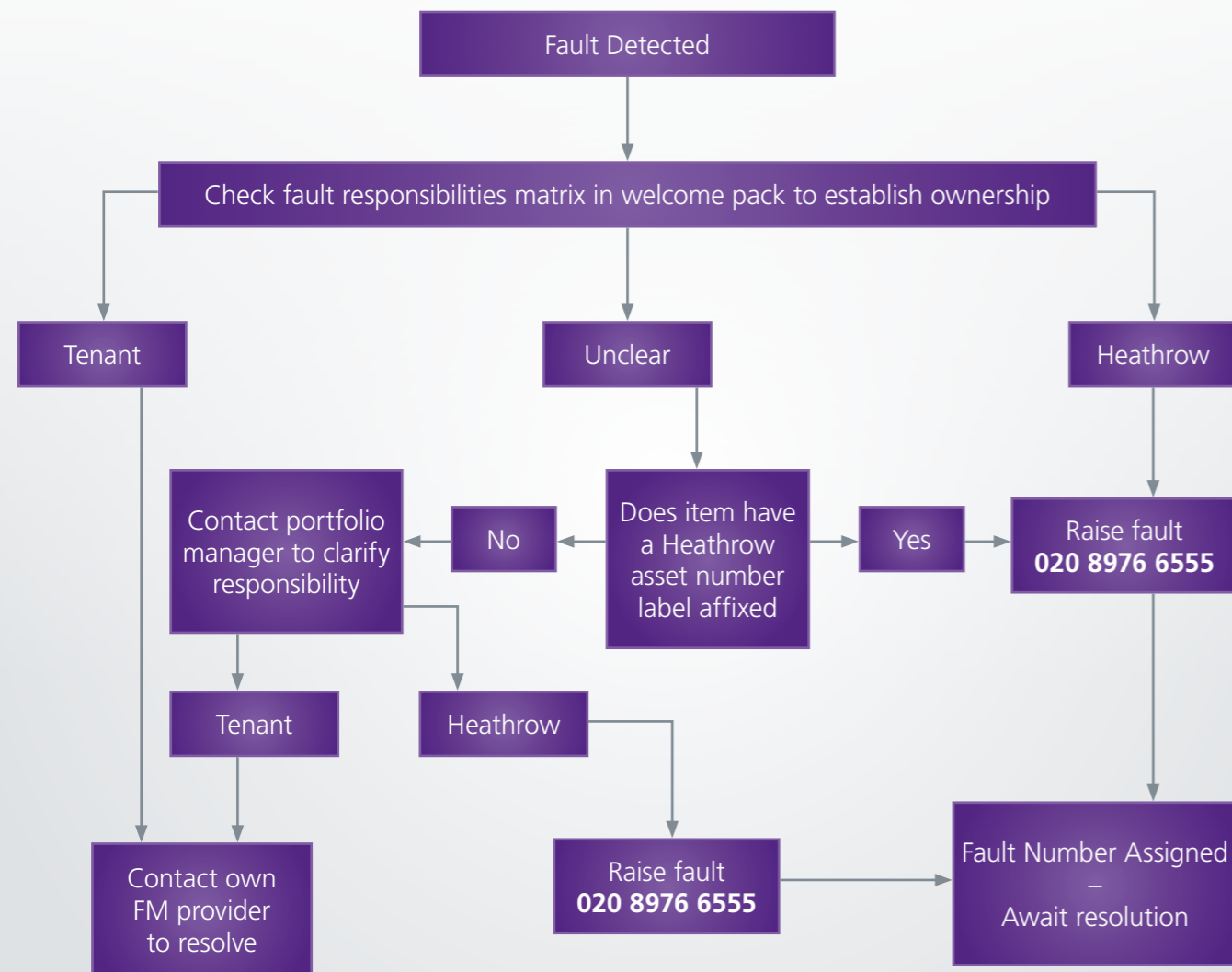
The following information is a general guide to responsibilities when a fault occurs for the three main types of Property accommodation:

- Ticket desks and ticket/transfer desk back offices
- Offices and ramp accommodation held on standard leases
- CIP lounges

There may be some variances where you have installed your own bespoke items.

You must ensure you have checked whether the equipment is your responsibility before reporting it to Heathrow as a fault.

Please provide the information as set out on page 15, and a record of the fault number as advised on page 15.



Fault responsibility matrix

Ticket desk and back offices

Your desk licence ultimately sets out Heathrow as the Licensor, and the Airline / Handler, as Licensee's, responsibilities in relation to maintenance and faults within your accommodation. This is a guide to simplify this should a fault arise.

Heating, Ventilation and Air Conditioning (HVAC)

| | | |
|-------------|----------|--|
| Heating | Licensor | |
| Air Cooling | Licensor | |
| Ventilation | Licensor | |

Electrical services

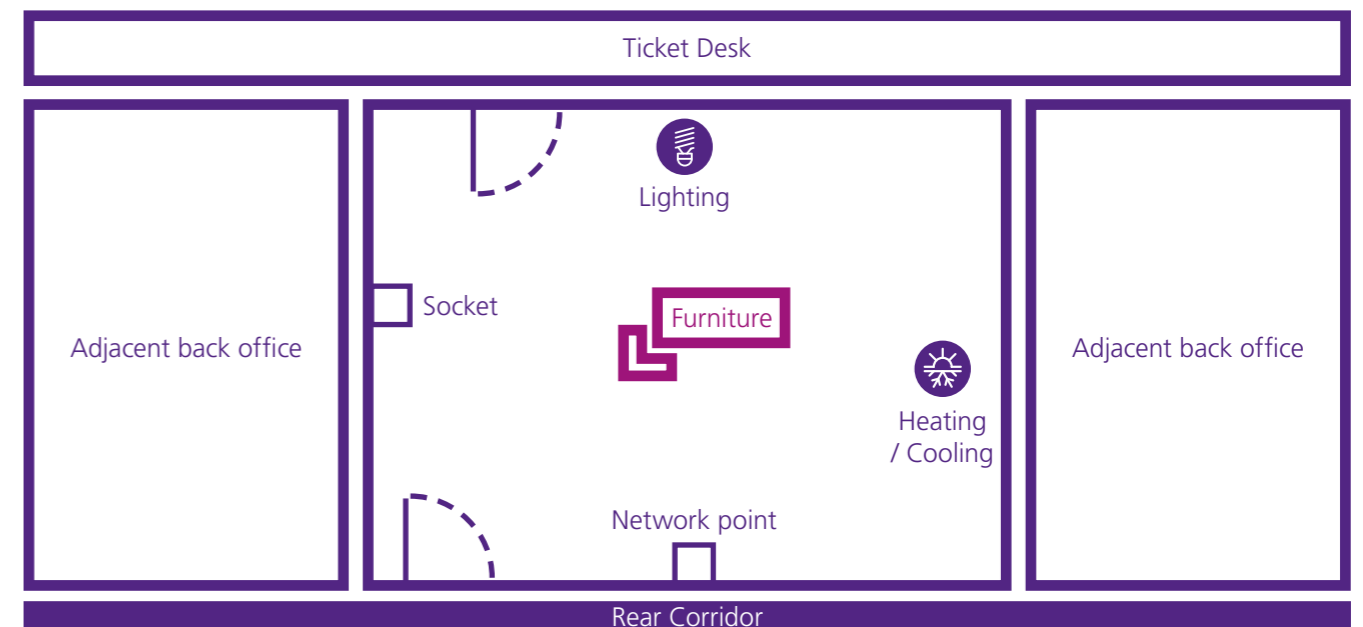
| | | |
|--|----------|--|
| Small power within the demise (inc sockets and wiring) | Licensor | |
| Lighting – consumables eg tube and bulb replacement | Licensor | |
| Lighting (including the illumination of signs) | Licensor | |
| Lighting controls | Licensor | |

Miscellaneous

| | | |
|---|----------|----------|
| Maintenance eg ticket desk, locks, flooring, ceiling grid, walls, doors etc (excluding damage caused by misuse) | Licensor | |
| Decoration of back offices | | Licensee |
| Furniture in back offices | | Licensee |
| Cleaning | | Licensee |
| Safes (installation subject to approval) | | Licensee |
| Telephone / external network systems | Licensor | |

Desk / Back Office

Key to responsibilities: Landlord Tenant



Fault responsibility matrix

Standard office tenancy

Your tenancy agreement ultimately sets out the Landlord and the Tenant's responsibilities in relation to maintenance and faults within your accommodation. This is a guide to simplify this should a fault arise.

Heating, Ventilation and Air Conditioning (HVAC)

| | | |
|--|----------|--|
| Heating and ventilation provided via air handling units outside of the Premises | Landlord | |
| Air Conditioning – Fan coil unit and controls (including condense pump) where part of the Landlord's standard installation | Landlord | |

Electrical services

| | | |
|--|----------|--------|
| Mains power up to and including the meter and distribution board | Landlord | |
| Small power within the demise (inc sockets and wiring) | | Tenant |
| Lighting – consumables eg tube and bulb replacement | | Tenant |
| Light fittings eg diffusers | | Tenant |
| Lighting controls | Landlord | |
| Lighting – emergency (except where part of Tenant's fit out) | Landlord | |
| Fixed and portable electrical appliances including PAT testing | | Tenant |

Fire alarm, public address and voice activation system, sprinklers

| | | |
|---|----------|--|
| Fire Alarm system inc heat sensors, smoke detectors, break glass units, PAVA speakers | Landlord | |
| Sprinkler System – Up to the main isolation valve | Landlord | |
| Sprinkler system – Heads, guards and pipework within the demise | Landlord | |

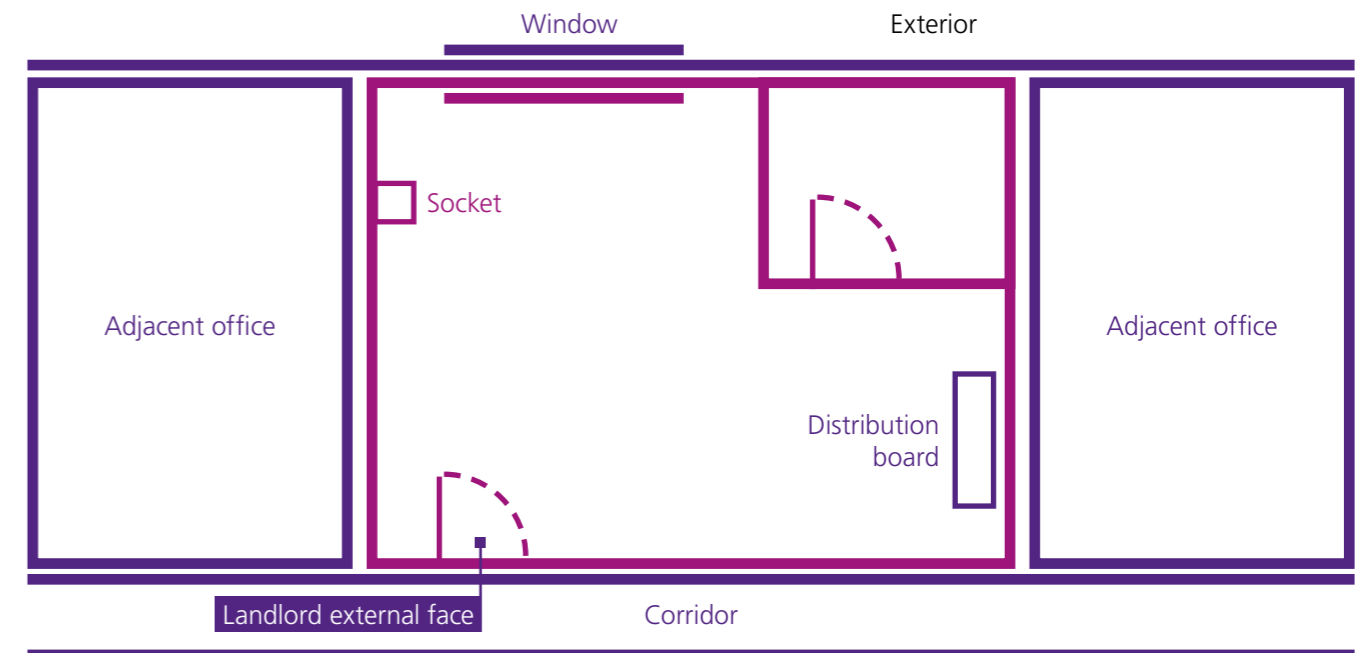
Public health services

| | | |
|---|----------|--------|
| Potable (Cold) Water – Supply to main isolation valve | Landlord | |
| Potable (Cold) Water – Supply within the demise (inc pipework, taps, valves) | | Tenant |
| Domestic Hot Water (inc package units, calorifiers / heat exchangers, controls) | | Tenant |
| Drainage – Foul drainage (waste water from kitchens, toilets, hand washes) | | Tenant |
| Drainage – From below finished floor level | Landlord | |
| Drainage – Condense from fan coil unit (inc condense pump) | Landlord | |
| Dishwater grease traps / interceptors | | Tenant |
| Collecting and disposing of rubbish from the building and providing, repairing, maintaining and renewing suitable bins for this purpose | Landlord | |
| Legionella testing (if applicable) | | Tenant |

Continued overleaf.

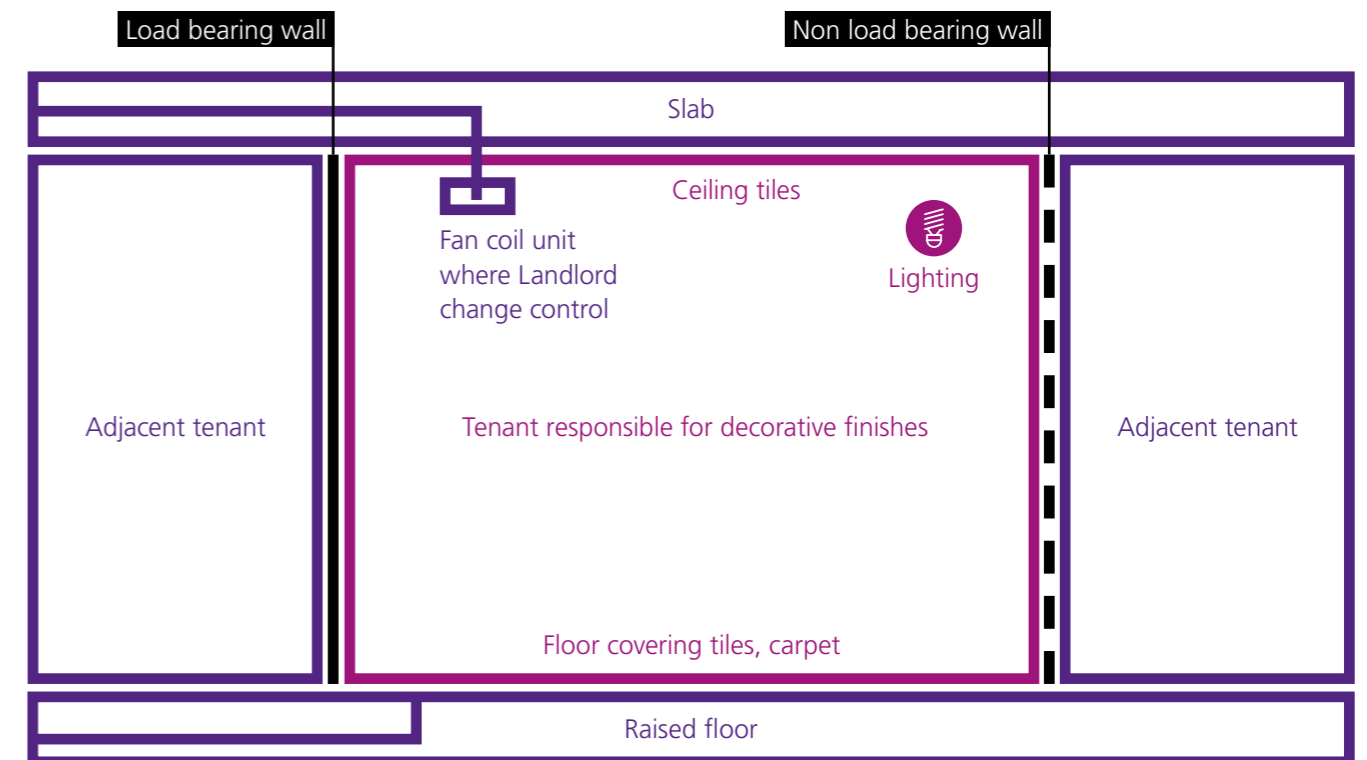
Standard indefinite tenancy

Key to responsibilities: Landlord Tenant



Standard indefinite tenancy

Key to responsibilities: Landlord Tenant



Miscellaneous

| | | |
|--|--|--|
| All furniture and fittings, microwaves, fridges etc | | Tenant |
| Door access systems (excl MAID), locks, crash bars, walls, windows, shelving, racking, display cabinets etc | | Tenant |
| Decoration (including the inner face of all outside doors and window frames in outside walls and the inner face of all doors and windows dividing the Premises from other parts of the Building) | | Tenant |
| Floor finishes eg carpet, floor tiles | | Tenant |
| Ceiling finish eg ceiling tiles, ceiling grid | | Tenant |
| Internal fit out eg partitions, doors, blinds | | Tenant |
| Fire doors (internal) | | Tenant |
| Fire doors (leading to exterior, back of house and escape corridors) | Landlord | |
| Audio systems (interfaced to Landlord's fire alarm system) | | Tenant |
| Telephone / external network systems | Refer to your commercial telecoms contract | Refer to your commercial telecoms contract |
| Cleaning the Premises and the inside of all windows | | Tenant |
| Fire Extinguishers | | Tenant |
| CCTV within the Premises | | Tenant |



Fault responsibility matrix

CIP lounge

Your lease agreement ultimately sets out the Landlord and the Tenant's responsibilities in relation to maintenance and faults within your lounge accommodation. This is a guide to simplify this should a fault arise.

Heating, Ventilation and Air Conditioning (HVAC)

| | | |
|--|----------|--------|
| Heating – (Low Temperature Hot Water) up to the main isolation valve | Landlord | |
| Heating – (Low Temperature Hot Water) within the demise | | Tenant |
| Cooling – (Chilled Water) up to the main isolation valve | Landlord | |
| Cooling – (Chilled Water) within the demise | | Tenant |
| Ventilation – Fresh air supply and general extract up to the demise | Landlord | |
| Ventilation – Fresh air supply and general extract within the demise | | Tenant |
| Ventilation – Dedicated air supply eg toilet extract | | Tenant |
| Kitchen extract (including cleaning) | | Tenant |
| Air Conditioning – Fan coil units & controls (including condense pump) | | Tenant |

Electrical Services

| | | |
|--|----------|--------|
| Mains power up to the demise (inc utility meter) | Landlord | |
| Distribution board | | Tenant |
| Small power within the demise (inc sockets and wiring) | | Tenant |
| Lighting – consumables eg tube and bulb replacement | | Tenant |
| Lighting – fittings – normal | | Tenant |
| Lighting controls | | Tenant |
| Fixed and portable electrical appliances inc PAT testing | | Tenant |

Fire alarm, public address and voice alarm system, sprinklers

| | | |
|---|----------|--|
| Fire Alarm system inc heat sensors, smoke detectors, break glass units, PAVA speakers | Landlord | |
| Sprinkler System – Up to the main isolation valve | Landlord | |
| Sprinkler system – Heads, guards and pipework within the demise | Landlord | |
| Fire shutter (interlinked to Landlord's fire system & part of the building's fire strategy) | Landlord | |

Continued overleaf.

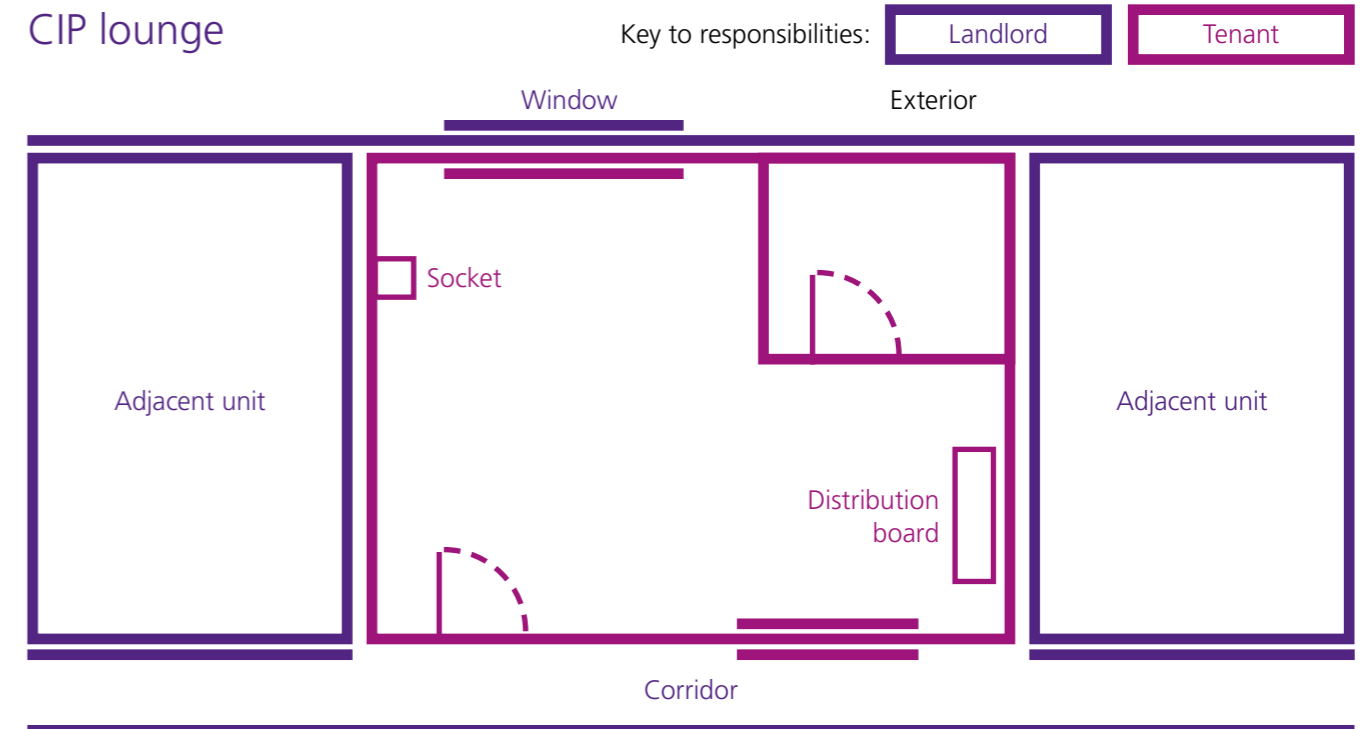
Public health services

| | | |
|--|----------|--------|
| Potable (Cold) Water – Supply to main isolation valve | Landlord | |
| Potable (Cold) Water – Supply within the demise (inc pipework, taps, valves) | | Tenant |
| Domestic Hot Water (inc package units, calorifiers / heat exchangers, controls) | | Tenant |
| Drainage – Foul drainage (waste water from kitchens, toilets, hand washes) | | Tenant |
| Drainage – From below finished floor level | Landlord | |
| Drainage – Condense from fan coil unit (inc condense pump) | | Tenant |
| Dishwater grease traps/interceptors | | Tenant |
| Collecting and disposing of rubbish from the building and providing, repairing, maintaining an renewing suitable bins for this purpose | Landlord | |
| Legionella testing | | Tenant |

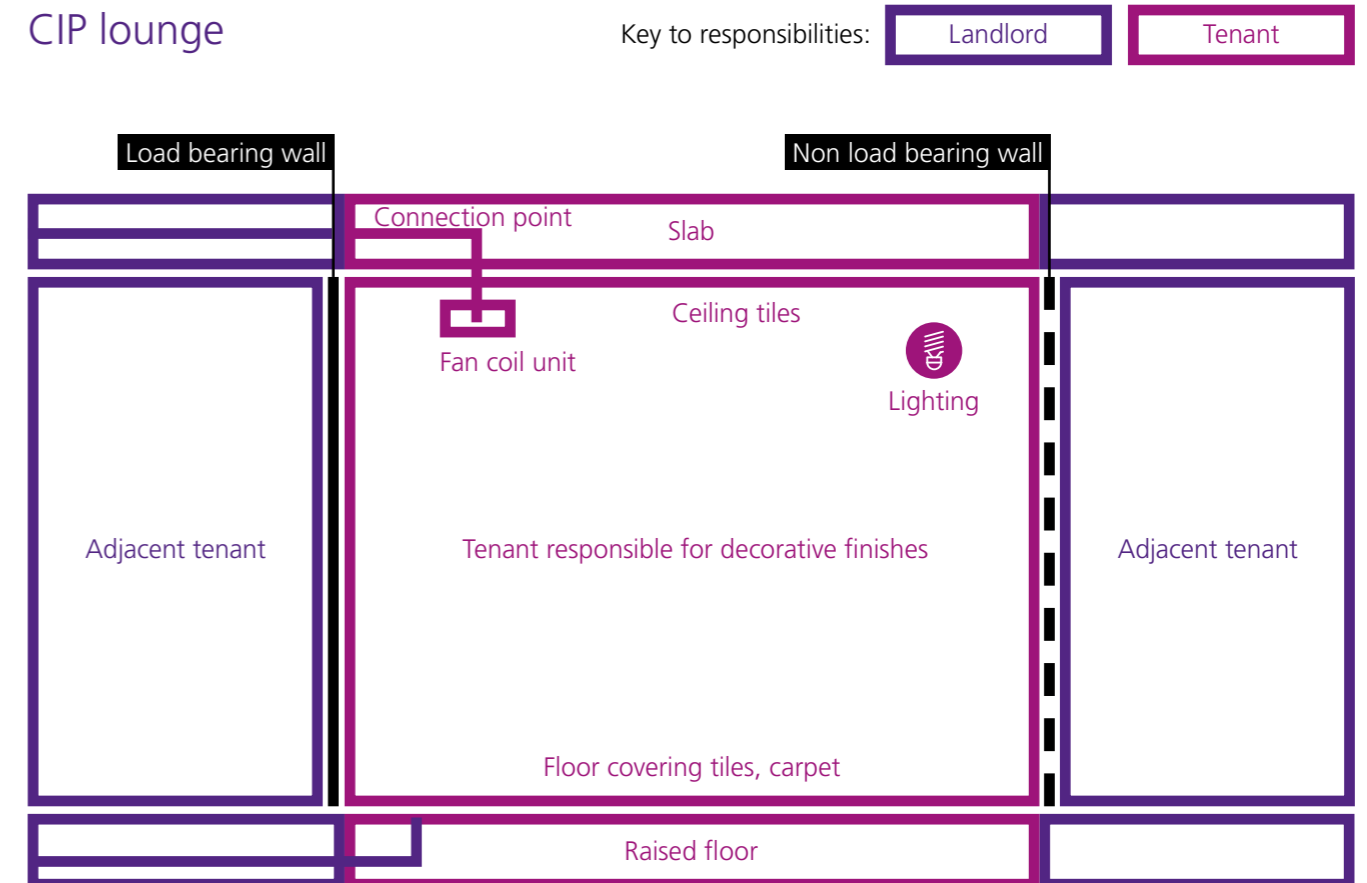
Miscellaneous

| | | |
|--|--|--|
| Security shutters | | Tenant |
| All furniture and fittings (all internal fit out eg partition walls, doors, windows, blinds, ceiling, flooring, microwaves, fridges etc) | | Tenant |
| Door access systems (excl MAID) locks, crash bars, flooring, ceilings, walls, windows, shelving, racking, display cabinets etc | | Tenant |
| Fire doors (internal) | | Tenant |
| Fire doors (leading to exterior, back of house and escape corridors) | Landlord | |
| Audio systems (interfaced to Landlord's fire alarm system) | | Tenant |
| Telephone / external network systems | Refer to your commercial telecoms contract | Refer to your commercial telecoms contract |
| Cleaning and Pest Control within the demise and the inside of all external windows | | Tenant |
| Decoration | | Tenant |
| CCTV within the Premises | | Tenant |
| Fire Extinguishers | | Tenant |

CIP lounge



CIP lounge



Appendix B

Heathrow

Heathrow Airport Limited
The Compass Centre, Nelson Road,
Hounslow, Middlesex TW6 2GW

T: 0844 335 1801
W: heathrow.com

Heathrow Commercial Property

Dear Occupier,

HAL Commercial Property Safety Compliance Inspection – PLEASE READ

HAL Property has partnered with NSF International to deliver our annual safety compliance inspections at all our commercial properties.

The delivery of this inspection program is integral towards ensuring that legal duties towards fire safety and health and safety within HAL buildings are met and maintained. It is therefore essential that you engage and cooperate fully with NSF International within this process.

NSF International are authorised to contact you with a date for your compliance inspection. It is our expectation that you respond to NSF International on announcement of this date within 5 working days.

During the inspections, a representative of your business will need to be present to accompany the NSF inspector. It is our expectation that you provide a suitable representative – ie a person able to provide adequate knowledge and information to NSF relating to the safety management controls and policies that you have in place.

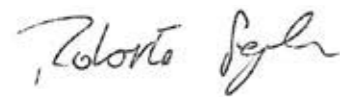
Once your inspection date is confirmed, NSF International will agree an appointment time (either morning or afternoon) and a meeting point for your company representative to meet the NSF Inspector and accompany them to the area to be inspected.

You will be required to have available the following documentation for inspection:

- Copy of your Fire Evacuation Plan for your staff
- Current Fire Risk Assessment for your premises
- Fire Extinguisher test certificates for extinguishers in your premises
- Water quality sampling documentation for water services within your premises
- Emergency lighting inspection certificates where you are responsible for maintaining emergency lighting (where you have installed emergency lighting as part of your fit out)
- Emergency lighting testing records (where you are responsible for testing lighting installed by you).

Thank you in advance for your cooperation and support. If you have any further questions, please contact your HAL Property Manager.

With Regards,



Roberto Segala
Head of Property Portfolio Management

Heathrow Airport
The Compass centre, nelson Road
Hounslow, Middlesex, TW6 2GW

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Heathrow

