



Fit-out guidelines for property customers

May 2018

Version 12

Introduction

The aim of this manual is to provide occupiers and their design consultants, fit-out and maintenance contractor's guidance on successfully and safely working in the Heathrow airport environment.

Should you have any queries on the content of this manual, please contact the Commercial Delivery Team.

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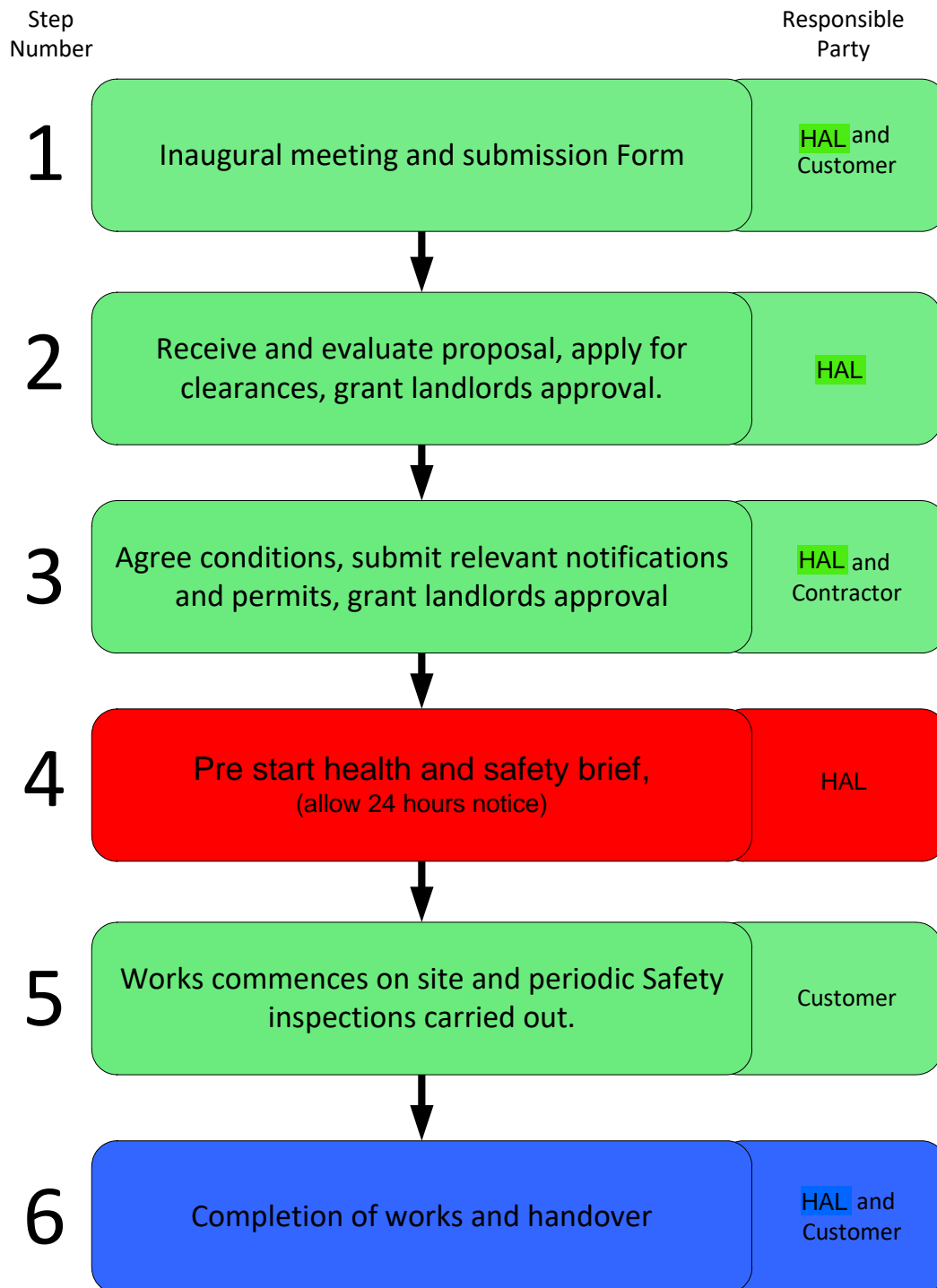


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1.1 The Approval Process Map



1.2 Foreword

Every effort will be made to ensure each step of the process is conducted in a thorough and timely manner in order for Landlord's approval to be granted with the minimum of delay.

We have improved our service by forming a Commercial Delivery Team who will be able to support you with your proposed project and will remain involved from feasibility through to hand-over to ensure the seamless delivery of the project.

The health, safety and general welfare of our business partners, their customers and the general public remains our number one priority – this is why full compliance with the approval for work procedure is so important.

1.3 Occupier's Agreement (Lease, Tenancy Agreement or Licence)

The definition of "Occupier" for the purpose of this information booklet shall be any company or persons who occupy Heathrow owned premises by virtue of having a lease, tenancy or licence with Heathrow or any of its subsidiaries.

1.4 Leased Areas

The covenants, conditions, provisions or agreements contained in the Occupier's Agreement/ Lease and the use of the premises permitted by the Occupier's Agreement will not be altered by this approval process but will remain in full force and effect.

1.5 Tenant's Duties within General Standard Indefinite Tenancies

In multi-occupied premises, there exists a division of legal responsibility (between landlord and tenant) within tenant's demised areas and those in common use. Consideration needs to be given to criminal and civil duties imposed by safety law.

Under the terms of general standard indefinite tenancies, where in multi-occupancy buildings, the landlord is liable for the upkeep and maintenance of any service media, eg high temperature hot water, electricity, hot and cold water services etc that are common to the building as a whole. Life safety systems, where they form part of the overall safety strategy for an area, are also included. An example of this is automatic fire detection. For their part the Occupier will generally be liable for the upkeep of those parts of the same system which are within their demise, unless service level agreements made between the two parties state otherwise.

The Landlord is responsible for facilitating environmental efficiency for example through the provision of energy or water metering, or waste storage to aid recycling. The tenant is responsible for installing environmental efficiency measures, such as low energy consuming light fittings and water efficient devices such as taps, showers, toilet flush mechanisms etc.

The difference in responsibility is evident where for example a tenant wishes to undertake installation or maintenance work on their own system and where a common interface exists with the Landlord's system. Permission will be required from the Landlord and it will be the Landlord's duty to isolate and lock-off common user systems supplying the respective demise. The responsibility for issuing permits to work to competent installation/maintenance engineers lies with the owner and/or controller of the equipment within each demise.

1.6 Explanation of the Approval Process Map

Stage 1

Inaugural Meeting

In all circumstances it will be advisable to meet with your Commercial Delivery Manager to discuss your proposal. It is also an opportunity for any tenant who is unfamiliar with the approval process to seek advice from their respective Commercial Delivery Manager regarding their property development needs.

Submission of Approval Application Form to the Commercial Delivery Manager

Please submit your form together with all relevant information to the Commercial Delivery Manager. It is imperative that as much information as possible is included so that untimely delays are avoided.

Stage 2

Proposal Received and Evaluated

The Commercial Delivery Manager will send you a Form of Undertaking prior to commencement of the approval process.

It is essential that this form of undertaking is signed by the customer's representative holding financial authority. Important: A signed form of undertaking must be received by the Commercial Delivery Manager before the application can be progressed.

Receive Clearance / Comments

The Commercial Delivery Manager will fully evaluate the proposal in co-ordination with other airport stakeholders. If the proposal is deemed acceptable, an approval/licence will be issued to confirm Heathrow acceptance subject to any relevant condition which must be complied with.

Stage 3

Agree Conditions, Sign and Return the Minor Works Licence

The minor works licence will be sent to the applicant. The licence outlines all of the conditions that relate to the approval. The customer must sign and return a copy to the Commercial Delivery Manager.

Stage 4

Pre-start Health, Safety and Environment Brief

This must be attended by the contractor's senior site representative and planning supervisor if applicable. The safety brief should be arranged prior to work starting with the Commercial Delivery Manager. The briefing will include the viewing of the Heathrow health and safety presentation, issue of site specific induction passes and discussions on the following aspects:

- The works, the proposed materials and equipment.
- Work practices.
- Emergency procedures.
- General safety and environmental requirements.
- Specific safety and environmental requirements applicable to the working site.
- Possible hazards that may exist or occur.
- Access and egress to the site for workers and materials.
- Waste storage, segregation and removal.

The main contractor must ensure that, where appropriate, the workforce then receives a safety and environment briefing which must include all the above aspects.

Stage 5

Work Commences on Site

All works must be carried out in accordance with the approved plans and specifications. Any additions or alterations may only be made with the prior written consent of Heathrow. The approval by Heathrow of the occupier's plans, specifications and drawings of the works and any certification or supervision of the works by Heathrow are given or carried out without any liability on behalf of Heathrow or its employees. Furthermore they imply no responsibility for any of the works or their design, execution or existence, nor do they imply, warrant or constitute any representation that it is lawful to execute such works or limit or discharge any of the obligations of the occupier whether under these conditions or otherwise.

The occupier must ensure that his contractors fully comply with all byelaws, statutes, regulations and airport directives relevant to the approved works. For clarification on any points contained within these documents the Commercial Delivery Manager will be able to assist. The occupier must ensure that this requirement is understood by all designers, planning supervisors, project managers and subcontractors etc. in their employment.

Principal contractors and their subcontractors must follow the guidelines stipulated in the HAL standards which can be obtained from your Property Projects team.

Periodic Safety and Standards Inspections

A Heathrow representative will carry out regular safety and standards inspections on the site to ensure that a high degree of workmanship and safety is maintained at all times. It is the responsibility of the customer, their representative and principal contractor to ensure adequate safety management resources are in place and to maintain safety on site. Failures in standards or safety will be brought to the attention of the site foreman and occupier for immediate attention.

Stage 6

Hand-over

On completion of the works a hand-over must take place between the tenant, the Heathrow representative and the contractor responsible for the works. The Heathrow representative may be one or all of the following as required:

- Commercial Delivery Manager.
- Engineering Representative.
- Property Portfolio Manager.
- Building Control Manager.
- Safety and Environment Adviser.

All as-built plans and drawings along with operation and maintenance manuals, including test certificates must be provided to Heathrow on completion of works. The Occupier shall also ensure the safe removal of all surplus and waste materials from the airport (in public areas this should be at night) and leave the working site in a clean and tidy condition, with any landscaped areas reinstated to the satisfaction of Heathrow's Property Portfolio Team or Airport Landscape Manager.

1.7 Ownership of the Works and Reinstatement of the Premises

Heathrow shall own the works once completed, the Occupier upon giving up the premises shall not be entitled to any compensation for the value of the works except that prescribed by law. These works include the following examples:

- Maintenance responsibilities.
- Antennas.
- Split / AC units.
- Condensers.

If required by Heathrow, the tenant will at their cost, on or before vacation of the premises return the premises to the same state they were in before the carrying out of the works. If the premises are not to the same state they were in before carrying out the works a cost to integrate any assets may be required.

1.8 Indemnity and Insurance

The tenant must ensure that its consultants, contractors and their subcontractors each maintain the following third party insurance cover:

- If the consultant, contractor or subcontractor is only working landside, or is working airside without vehicles, cover with a minimum indemnity of £10,000,000 per occurrence or series of occurrences arising from any one event for the duration of the works and/or services.
- If the consultant, contractor or subcontractor requires airside vehicular access, cover with a minimum indemnity of £50,000,000 per occurrence or series of occurrences arising from any one event for the duration of the works and / or services, and with a sublimit of US\$50,000,000 for liability for war and terrorism risks.

1.9 Maintenance Works

Certain planned preventative and ad hoc maintenance activities are covered by the requirements of this approval process. Approval must be sought for any maintenance activity carried out on the tenant's system, particularly if that maintenance activity may affect third parties, the airport operation or where access is required to areas outside of the tenant's demise. Some examples of maintenance activities (not exhaustive) include:

- Specialist cleaning activities.
- Kitchen appliance repairs.
- Wet tank processes.
- Work on high temperature hot water (HTHW) mains or associated equipment.
- Work on electrical equipment which may have an interface with an airport system.
- Vacuum drainage systems.

1.10 Construction (Design and Management) Regulations (CDM) 2015

Background to CDM 2015 Regulations

Construction remains a disproportionately dangerous industry where improvements in health and safety are urgently needed. The improvements require significant and permanent changes in dutyholder attitudes and behaviour. Since the original CDM Regulations were introduced in 1994, concerns were raised that their complexity and the bureaucratic approach of many duty holders frustrated the Regulations' underlying health and safety objectives. These views were supported by an industry-wide consultation in 2002 which resulted in the decision to revise the Regulations. CDM 2015 places legal duties on virtually **everyone** involved in construction work.

Section 1

Appendix A

Application for Changes to your Accommodation

This form is to be submitted as your initial proposal together with the prerequisite plans. Assistance in completing the form can be obtained from your project manager or consultant. Assistance can also be found by contacting your Commercial Delivery Manager.

1. Company Details

Your company name together with your company address. This will enable us to maintain the building's fire certificate and any other documentation.

2. Tenant Contact

Please provide us with one point of contact within your organisation who can be approached regarding your proposed alteration.

3. Project Description

This is a clear and concise description of the proposed works and its location. This should include reasons for any alteration together with any likely impact on neighbouring tenants, ie noise, dust etc. and mitigation measures.

4. Project Sum

This needs to be supplied so that the Commercial Delivery Team can estimate the amount of resources required to ensure successful completion.

5. Principal Contractor Details

Please provide details of the company you have chosen to carry out the work.

6. Site Manager Contact Details

Please provide details of who will be carrying out the work with their specific contact details.

Application for Changes to Your Accommodation	
Tenant Details	
Company	
Company Name:	
Current Address:	
Postcode:	
Tenant Contact	
Name:	
Telephone Number:	Fax:
Mobile Phone Number:	E-mail:
Project Description	
Location of Proposed Work:	
Description of Proposed Work:	
Effects on Other Tenants or Customers	
*Project Sum £	* Note this is only to gauge the size of the project for resource purposes
Signature	
Name:	Signature
Date:	
Principal Contractor Details	
Company Name:	
Current address:	
Post Code:	
Site Manager Contact	
Name:	
Telephone Number:	Fax:
Mobile Phone number:	E-mail:
Out of Hours Contact: (if applicable)	
Anticipated Start Date:	Anticipated Completion Date

Section 1

Appendix B

Statutory Requirements

All works must comply fully with all HAL Standards. Where there is no HAL standard, as a minimum, all works must comply with the appropriate British or European Standards and for items of foreign manufacture, the specification must be at least equivalent to the relevant British Standards.

In particular, the Occupier is responsible for ensuring that all works comply with the following and latest revisions:

	Relevant Stage
Control of Asbestos Regulations 2012	All stages
Construction Design & Management Regulations (CDM) 2015	D, C, M
Building Regulations	F, D, C, L, M
Health and Safety at Work Act 1974	All stages
Workplace (Health, Safety & Welfare) Regulations 1992	D, O
Fire Precautions Act 1971	All stages
Fire Precautions (Workplace) Regulations 1997 (as amended)	All stages
The Regulatory Reform (Fire Safety) Order 2005	All stages
Electricity at Work Regulations 1989	D, C, M
All other relevant British Standards and Codes of Practice	All stages
Duty of Care Regulations 1992 (as amended)	M, O
Control of Substances Hazardous to Health Regulations 2002 (COSHH)	M, O
Smoking Policy June 2007 (<i>see Section 1 Appendix E</i>)	All stages

Key

F - Feasibility

D - Design

C - Construction

M - Maintenance

O – Occupation / Use

Occupiers and their principal contractor must ensure that these requirements are understood by all designers, planning supervisors, project managers and subcontractors etc in their employment.

Section 1

Appendix C

Building Regulations

Approval under the building regulations is required for most building work carried out at Heathrow, ranging from simple fit outs of existing office space through to the construction of new buildings and terminals.

At Heathrow, HAL Building Control Services Limited, (a licensed Approved Inspector under the Building Act) provide a tailored building control assurance service focused upon Heathrow, with extensive experience of working with its clients to deliver compliant solutions in our complex environments.

All work at Heathrow that requires building control assurance must be submitted to HAL Building Control Services Limited, who will review your plans and carry out a number of site inspections during construction to assess the level of compliance. Where compliance with building regulations is demonstrated, appropriate certification will be issued.

The nature of the buildings at Heathrow requires that any initial submission of information for building control purposes must be in the form of a “Full Plans” application to comply with appropriate legislation - “Building Notices” cannot be used. HAL Building Control Services Limited are an independent company and will charge a fee for the assurance service provided commensurate with the complexity of the project and level of work required.

HAL Building Control Services Limited aims to provide written comments on your proposals within 10 working days of a completed application being validated and acknowledged and where possible will issue suitable plans approval. HAL Building Control will carry out inspections to an appropriate frequency to assess that the quality of construction will comply with the building regulations, including where appropriate witness testing of life safety systems to ensure that the work carried out does not detrimentally affect adjacent areas.

It is your responsibility to carry out work in compliance with building regulations, and to notify HAL Building Control Services Limited of changes to the design and at appropriate points during construction to allow adequate inspection.

The Equalities Act

The Disability Discrimination Act 1995 introduced laws aimed at ending discrimination that many disabled people face. This legislation has since been superseded by the Equalities Act, and requires employers and service providers to have made reasonable adjustments to physical features of premises.

Part M of the Building Regulations identifies reasonable standards for physical features of a building (such as entrance lobbies, reception desks, kitchen facilities, meeting rooms, toilets and changes in levels). As part of your works you should therefore consider that facilities you are creating should be fully accessible and have appropriate adaptations incorporated into the design to meet all future and current staff needs.

Section 1

Appendix D

Useful Heathrow contacts

Property Delivery Team

Simon White	simon.white@heathrow.com	07867905190
Wendy McDonnell	wendy.mcdonnell@heathrow.com	07899066008
Neil Edwards	neil.edwards@baa.com	07880783470
Delivery Safety Manager		
Delivery Night manager		
Property Department	hal_property@heathrow.com	0208 745 5114

Other

APOC		0208 745 7672
Airside Safety Unit		0208 745 6024
ID centre	idcentresurgery@heathrow.com	0208 745 5178
Occupational Health		0208 745 7047
Building Control		0208 757 4431

Location

Compass Centre
Nelson Road
Heathrow Airport
Hounslow Middlesex TW6 2GW

<http://www.heathrow.com/company/partners-and-suppliers/property#>

Section 1

Appendix E

Policy on Smoking and Passive Smoking

Heathrow values its customers, employees and contractors and wishes to promote their health, safety and well-being. Smoking is known to be a health and safety hazard and therefore the purpose of this policy is to ensure a consistent approach to smoking and passive smoking.

Public Health Legislation has been introduced across the UK (in Scotland from 26th March 2006 and England from 1st July 2007) requiring all enclosed or substantially enclosed public places and workplaces to be smoke-free.

Policy and Procedure

Smoking is prohibited in all Heathrow's working areas, except in designated employee smoking areas, which will be limited to external landside locations.

Smoking is prohibited to everyone in the airside areas of all airports (internal and external areas) and therefore employees may not smoke in these areas. Aviation fuel which is handled and loaded in to aircraft in large quantities, together with the presence of highly inflammable materials makes smoking an unacceptable risk on airside movement areas. Airside areas include:

- Runways.
- Taxiways.
- Grass areas.
- Aircraft parking stands and apron areas.
- Equipment areas.
- Late baggage drop areas.
- Airside roads.
- Sub station and other ancillary buildings on the movement areas.
- All works areas and construction sites.
- Baggage sort areas.

- Inside buildings that are located airside.

This prohibition applies inside airside vehicles whether stationary or parked, inside aircraft on the ground and inside permanent or temporary buildings.

Smoking facilities are provided on the forecourt for passengers. These are located away from the entrances to Terminals in order to discourage smokers from congregating and causing an obstruction. Smoking areas for passengers should not be used by Heathrow employees, as it does not present the appropriate image of a professional purposeful workforce.

Where possible, further external smoking areas will be designated for the use of airport staff working in other airport buildings to which the public do not have general access. Facilities for the safe disposal of smoking materials will be provided in these areas.

Smoking will be restricted to these areas only and anyone smoking out of these areas will be subject to formal disciplinary action in the case of staff employed by Heathrow or the withdrawal of ID pass for others.

Those smoking in prohibited areas on the airfield both in a vehicle or on foot, in airside assembly points, or in any other area which is determined to be a safety-critical area (eg within the vicinity of storage containers for flammable liquids) will be liable to disciplinary procedures for gross misconduct or immediate withdrawal of ID pass for non-Heathrow personnel.

Section 1

Appendix F

General Glossary of Terms

Term / Reference	Definition
Feasibility	Assessment of viability of a scheme in the context of parameters set by LHR/ Statutory Standards.
Handover	Process of handing over relevant information to the controlling authority (LHR) to ensure all minimum statutory and authority standards have been complied with. It is not acceptance of the standard of works.
Landlord	For the purposes of this guidance, London Heathrow (LHR), or any of its group or subsidiary companies.
Tenant:	Occupier under tenancy (See Definitions under 6.1.1)
'Demise'	Space (internal or external) defined within lease, tenancy or licence that is given over by LHR to occupy, manage and maintain; all responsibilities as specifically defined in lease, tenancy or licence.
Schedule of Condition	A physical record of the condition of the demised parts, fixtures and fittings prior to occupation or to any works being carried out, so as to assess any changes on completion of the works or when the lease expires.
Multi-occupied premises	Where one or more premises shares parts in common with their lease from which both / all obtains a benefit of use.

Term / Reference	Definition
Life Safety Systems	Any system within a property defined as to protect risk to loss of life ; Fall-arrest systems, Fire Safety Systems (fire alarms, emergency lighting, fire extinguishers etc.)
Premises	In the context of the airport, any buildings or parts thereof and any land conveyed by a lease.
Building	Something built with a roof and walls.
Permit to work	A procedure defining work processes where there is a greater risk to public safety arising from the works carried out. Will usually cover allowable work processes, risk and mitigation measures, timings of start and finish, reporting mechanisms and staff involvement
Airport Stakeholders	All groups in connection with LHR likely to be affected by the work or with a vested interest e.g. airside safety teams, service providers etc.
As Built Drawings	Information as constructed to show new built elements of structure, changes to existing structures and changes / location of new services. Generally to complement either the Health and Safety file or a Maintenance manual to enable future maintenance of plant / building.
Operations and Maintenance Manual	To accompany as built drawings to include manufacturers' information to enable repair / replacement of parts / whole installations / materials. In notifiable projects under the HSE, will contain more information relating to purpose / uses.
Fire Risk Assessment	Assessment of risk relating to fire safety either as a means of (1) Life Safety (2)

Term / Reference	Definition
	Property Protection or (3) Business Continuity. In Airport terms, may be one category or mixture of all three dependant on location and effects of fire on the surrounding environment. Where 5 or more people are employed, required and should be written. To be carried out by someone 'competent' to do so (third party accreditation is usual). May be carried out by the employer where he / she have sufficient knowledge or experience.
HSE	The 'Health and Safety Executive'; Government appointed watchdog for work related health, safety and illness (www.hse.gov.uk)
Emergency Lighting	Lighting with battery power packs designed and fitted in accordance with appropriate British Standards or equivalent European Standards.
British Standards	Standards issued by the British Standards Institute or replacement standards under British Standard European Norm (BSEN).
Ansul Systems	Fire Suppression Systems using Anhydrous Sulphur Dioxide or later derivatives.
PA/VA (in context of fire alarm)	Public Address / Voice Address fire alarm activation intended for large public areas.
HCFC / HFC's	Refrigerants; both replacements for CFC refrigerants. HCFC in form 'R22' no longer acceptable as a refrigerant.
FSC	Forest Stewardship Council (www.fsc-uk.org)
CIP	Commercially Important Persons (in context of private lounge areas)

Term / Reference	Definition
Bund	The provision of liquid collection facilities which in the event of any leak or spillage from tanks or pipe work will capture well in excess of the volume of liquids held within the bund area. Bunded areas should drain to a capture tank which should have facilities for water/oil separation.

Section 2

Building Fabric and Service Provision

2.1 Occupier Fit-out Responsibilities

2.2 Shell and Core Provision

2.3 Maintenance

2.4 Delivery of Materials



Section 2

Building Fabric and Service Provision

This section highlights the responsibilities of the occupier at Heathrow. Specific requirements may apply. See HAL Standards and the HAL Environmentally Sensitive Materials Strategy (see 3.1.8). In general, they are as follows:

2.1 Occupier Fit-out Responsibilities

- All floor wall and ceiling finishes including decorations.
- Bulkhead including fascia and signage.
- Security / fire shutters including all support steelwork.
- Provision of all lighting including self-contained emergency lighting.
- All internal fixtures and fittings including any internal walls and doors.
- Kitchen equipment, furniture, counters, seating tables and associated items.
- Installation of electrical distribution cupboard and distribution of power within the unit.
- Distribution of water and drainage supplies within the accommodation, including the supply and installation of a grease separation unit.
- Supply and installation of compliant kitchen extract system.
- Distribution of heating, ventilation ductwork and chilled water pipe work within the accommodation.
- Wiring for fire alarm systems within the unit interfacing with the terminal building. The commissioning of the devices including the supply of the hardware and alterations to the software will be carried out by the Heathrow appointed company in order to comply with the airport system. All associated costs will be the responsibility of the occupier.
- Allowance shall be made in all tenant / occupier designs and alterations to accommodate the safe access for maintenance, of all Heathrow and other third party owned and operated plant, equipment and services within the leased area during and after project completion.

- Distribution of sprinkler system within the unit (where applicable).
- All emergency exit signage.
- Provision of extinguishers and site emergency plan (Ansul systems for catering units) etc.
- Telephone installation (contact BT direct) complies with Electronic Communications Approval Process (ECAP) under approval process map.
- Security system.
- Music system interfacing with the terminal public address system.
- Upgrade (if necessary) of existing services.
- Hoardings.
- Floor screed (if applicable).
 - Smokes extract and dishwasher extract systems.
 - Flight information display screen provision and mounting.
 - Waterproofing of floor (if applicable).

2.2 Shell and core provision

Refer to terms and conditions of lease agreement and shell and core design document where applicable.

2.3 Maintenance

The Occupier should take full responsibility for the undertaking and recording of all periodic / planned maintenance of plant equipment, services and building fabric in line with statutory obligations and manufacturers' recommendations following the fit-out.

2.4 Delivery of Materials

When construction equipment and materials are delivered locally or otherwise which are intended for use on site, safe systems of works shall be fully adopted for all delivery operations to ensure a seamless site safety policy is adopted throughout.

Section 3

Detailed Design



3.1 Accommodation Units within Premises

3.1.1 Building Regulation

3.1.2 Fire Safety Standards

3.1.3 Technical Standards

3.1.4 Asbestos / Banned Substances

3.1.5 Site Survey

3.1.6 Technical Information and Constraints

3.1.7 Unacceptable Material

3.1.8 Other Considerations

3.1.8.1 Heathrow Plant and Equipment

3.1.8.2 Safe Access

3.1.8.3 Fire Stopping

3.1.8.4 Waterproofing

3.1.8.5 Occupier's Signage

3.1.9 Environmental Assessment

3.1.9.1 Environmentally Sensitive Materials

3.1.9.2 Energy Efficiency and Metering

3.1.9.3 Air Quality

3.1.9.4 Wastewater Management

3.1.9.5 Oil and Chemical Storage

3.1.9.6 Waste Management

3.1.9.7 Environmental Incidents

3.2 Catering

3.2.1 Environmental Health

3.2.2 Kitchen Extract Systems

Section 3 Appendices

Appendix A Heathrow's Environment Policy

Section 3

Detailed Design

3.1 Accommodation Units within Premises

3.1.1 Building Regulations

See Section 1 Appendix C.

3.1.2 Fire Safety Standards

It should be noted that due to differing fire strategies within our terminal buildings, the design requirements may vary; therefore advice should be sought at an early stage from the Heathrow Building Control Officer at the inaugural meeting, as discussed in the Property Approval Process.

The following information is indicative of the relevant fire safety issues that need to be included in your drawings when applying for approval.

Scaled drawings must depict the following:

- All fire safety requirements, including means of escape, lighting, smoke / heat detectors, call points, fire separation, fire fighting equipment and signage. Where PAVA is to be installed the position of speakers must be shown.
- All emergency exit signage to comply with current British Standards. Further information on signage can be sought from the Heathrow fire alarm and public address (PA) technical standard.
- Surface spread of flame classifications to all internal finishes ie walls and ceilings must conform to BS476 and in addition fire characteristics for furniture, fabrics and floor finish must be submitted. Upholstered seating must be fireproofed to BS5852: Part 2 (1992) and combustion modified heat resistant foam must be used and marked as such.
- All fire doors and door sets (except fully glazed doors) must provide a minimum fire resistance of half hour (30 mins or greater as required) as defined and tested under BS476: Part

22: 1987 and any other relevant part of BS476, to achieve an FD30 designation (or higher as required).

- Materials used in door construction are to be of such a type that fumes emitted by the product under low fire load are not of an extremely toxic nature.
- All fire rated doors shall be fitted with overhead door closers to access positive closing.
- Door fire protection ironmongery shall comply with the requirements BS476 (they shall be considered as part of the complete door assembly) and shall be covered by appropriate qualification scheme as certified.
- Details of any proposed sprinkler installation. Pipe work plans are required from loss prevention council (LPC) 1048-certificated sprinkler contractor. It is essential that all detailed design features within the unit be incorporated in any plan ie shelving, bulkheads.
- Details of any safety glazing and manifestation in critical locations. Any glazing must be toughened and laminated or conform to the relevant BS and display the kite mark. Certification of this must be supplied at handover.
- Any works that affect existing fire compartment requiring remedial works must be approved by our building control manager.
- Sizes of access lobbies / doors, in order to determine adequacy for use by People with Reduced Mobility.

These plans must be submitted to our insurers and approved prior to commencement of the fit-out.

3.1.3 Technical Standards

There are many technical standards here at Heathrow. Please contact your Commercial Delivery Manager or ATIC@heathrow.com for further information.

3.1.4 Asbestos / Banned Substances

Products or materials containing asbestos or any other hazardous or harmful substances banned through UK legislation (eg PCBs, CFCs) must not be used.

3.1.5 Site Survey

Whilst every endeavour has been made to ensure that the layout information for structural services on the unit general arrangement drawings is correct, it is the responsibility of the Tenant to ratify the information by site survey. Any works undertaken or materials ordered based solely on Heathrow supplied drawing information will be regarded as being at the Tenant's own risk.

3.1.6 Technical Information and Constraints

It is the responsibility of the facility fit-out service designer and contractors to verify the services and infrastructure information provided, by carrying out site inspection/testing prior to using this data.

3.1.7 Unacceptable Materials

The Landlord reserves the right to reject any material system or component which it deems to be potentially hazardous, unethically produced or otherwise unsuitable for use on airport.

3.1.8 Other Considerations

3.1.8.1 Heathrow Plant and Equipment

Plant or equipment owned by Heathrow shall not be altered or removed without the specific approval from the Heathrow Commercial Delivery Manager.

3.1.8.2 Safe Access

Design shall ensure safe access to all Heathrow owned plant, equipment and services at all times.

3.1.8.3 Fire Stopping

All fire barriers/compartments shall be maintained continuously throughout the duration of any construction work, any penetrations shall be fire stopped in accordance with Heathrow Technical Standards. This may involve the appointment of a Heathrow nominated framework contractor.

3.1.8.4 Waterproofing

Designs shall ensure that any suspended floors and building fabric penetrations are waterproofed to prevent any water or moisture ingress to the areas below. Appropriate leak detection must be installed. This may involve the appointment of a Heathrow nominated framework contractor.

3.1.8.5 Occupier's Signage

Signage is subject to Heathrow approval guidelines and may be subject to further fees in accordance with the Terms and Conditions of the letting agreement.

3.1.8.6 Interaction with Airport Finishes

Key to the successful integration between the airport finishes and the Occupier is the junction with the airport finishes. There are three main areas where this interaction occurs:

- Between the fascia, signage and the airport bulkhead the Occupier finishes to their ceiling or signage must butt up directly behind the airport bulkhead
- Between the tenant's demise and the airport pilaster the treatment of the end of the party wall will be through a pilaster detail. The Occupier's finishes must respect the pilaster design and incorporate any shutter housings
- Between the tenant's demise finishes and the airport floor a stainless steel strip has been built into

the design of the terminal that the airport floor finishes butt up against. The Occupiers' floor will butt up directly to this strip and not project beyond it.

3.1.9 Environmental Assessment

Heathrow recognises that the airport contributes both directly and indirectly to a variety of environmental, social and economic impacts. To minimise these negative impacts Heathrow is setting environmental requirements on the construction, operation and decommissioning activities of our buildings and infrastructure.

These requirements apply to all works undertaken by our property customers and should be addressed during the design, fit-out, operation and decommissioning of all Heathrow property areas.

3.1.9.1 Environmentally Sensitive Materials

Heathrow aims to reduce the environmental and social impacts associated with material manufacture, procurement and use. To achieve this, the procurement and use of materials with a high environmental social, health or reputational risk, or those that are in the process of being phased out for such reasons, should be avoided or, where no suitable alternative is available, their use should be minimised.

Heathrow has specific policies for the following materials:

- Non-FSC timber (ie timber from non-renewable sources).
- Cement & virgin aggregates.
- HCFCs and HFCs.
- Materials containing PVC.
- Formaldehyde.
- Hazardous chemicals.

Further guidance and a copy of the HAL Environmental Sensitive Materials Strategy is available through the Commercial Delivery Manager. Where it is identified that a material is required which is contrary to the above and no suitable alternative is available, then a concession must be sought from Heathrow prior to acquisition, supported by a Materials Justification Report.

3.1.9.2 Energy Efficiency and Metering

The Energy Efficient Buildings Design Performance Standard sets Heathrow's design requirements for projects, refurbishments and new facilities that have an impact on the airport's utilities consumption. The main objective of this standard is to ensure that Heathrow designs and builds energy efficient and low carbon airport facilities. Heathrow's carbon reduction target is to achieve a 30% reduction on 1990 levels by 2020. Energy efficient and low carbon developments are of great importance to ensuring these goals are successfully reached.

The Standard is available through the Commercial Delivery Manager. All property customers should aim to achieve the requirements of the Standard.

Our aim is to provide a practical methodology for the calculation of energy targets for Occupier fit-outs at Heathrow. All new and refurbished projects are required to make an energy assessment and set a challenging target. The assessment is not burdensome and only requires information available from other elements of the design

The fit-out installation must be designed to be energy efficient and there are two fundamental elements of the design that can be targeted to reduce the energy consumption of the facility when occupied; the installed load (kW) and utilisation (%). Put simply, the load is reduced by minimising the plant, equipment and luminaries and; the utilisation by installing appropriate control measures to reduce the usage of the plant, equipment and light fittings, particularly when the unit is unoccupied

On completion of detailed design the energy assessment should be provided to Heathrow as requested

The energy assessment and target setting is of benefit to both Heathrow and their occupiers. It assists in Heathrow's climate change and sustainability objectives and will reduce the occupier's utility bills and the life cycle costs of the facility. Heathrow will recognise best examples of best practice in energy efficient design.

Metering of utilities will be covered by a separate standard. Please contact the Commercial Delivery Manager to discuss metering.

3.1.9.3 Air Quality

Local air quality is a significant issue for local residents and staff at Heathrow.

The following minimum requirements must be adhered to during any property fit-out projects:

- No unauthorised burning of materials is undertaken on Heathrow Property. In order to comply with the restriction on dark smoke, exemptions shall be obtained and managed for boilers and industrial plant; chimneys from temporary plant; mobile and mechanically fired furnaces
- In addition, vehicles used to deliver goods and personnel to site shall wherever possible utilise low emission technologies and/or fuels. In particular, emission of nitrogen oxides (NOx) shall be reduced as a priority (and vehicles shall be tuned and maintained to improve efficiency). Planning processes should be in place to minimise the number of vehicles and trips required and the use of the Logistics Centre for material deliveries is encouraged (see section 2.4).

3.1.9.4 Wastewater Management

Any tenant activities including fit-out activities, that may result in the generation of trade effluent are to be reported to the Heathrow Property Department and may require prior approval. The Heathrow Wet Services forum is the group responsible for authorising a discharge to the Heathrow drains and will advise on any requirements including any need for the tenant to apply for a trade effluent consent.

Any changes to tenant operations or tenant-occupied properties that may impact on the quantity, quality or location of a trade effluent discharge are to be authorised by the Wet Services forum.

3.1.9.5 Water Conservation

Water consumption should be minimised to the maximum extent achievable. Water efficient fittings shall be used for all taps, toilets flushing, showers etc including in CIP lounges. All taps ideally should be automatic electronically operated (infra-red sensor) and fitted with water aeration to conserve water. Cost effective conservation opportunities such as rainwater harvesting and ground water abstraction shall be considered where appropriate.

3.1.9.5 Oil and Chemical Storage

All planned oil and chemical storage over 200 litres shall be reported to the Heathrow Property Department. Any changes to materials storage areas, including modification or re-location, shall also be reported prior to commencement. Procedures must be in place to minimise the risk of spillage or leaks from storage facilities, including as a minimum:

- Storage areas that are appropriately located, designed and operated.
- Operational procedures for higher risk activities such as deliveries.
- Inspection and preventative maintenance regimes.
- Secondary containment and isolation arrangements.
- Spill response procedures including equipment to be available on site.

All above ground oil storage in excess of 200 litres shall comply with the minimum legal requirements, including:

- Secondary containment (a bund) is provided that is able to contain 110% of the volume of the largest tank.
- The bund shall be impervious to the material being stored.
- No rainwater drainage valve shall be fitted to the bund.

- There shall be a 750mm gap between tank and the bund.
- Tanks shall be clearly labelled with contents and maximum volume.
- Non-return valves shall be fitted.
- Flexible pipework and ancillary equipment shall be stored within the bund when not in use.
- Overflow pipes shall discharge vertically down to the bund and be visible from the fill point.
- Above ground pipework shall be well supported, protected from corrosion and not exposed to risk of damage (collision with vehicle etc).
- Sight gauges shall be fixed, properly supported and have an isolation valve.
- Underground pipework shall be marked, protected with ducting, joints inspected and pipe work tested.

All drums and bowsers shall meet the following requirements:

- Located at least 10 metres away from a watercourse.
- Located on hard standing that is impermeable to the vessel's contents.
- Secondary containment (a bund or drip tray) provided that is able to contain 25% of the capacity of each vessel.
- Drums must be in good condition.
- Kept lidded and stored upright.
- Protected from weather damage.
- Clearly labelled with contents, maximum volume.

All underground storage tanks shall meet the following requirements:

- Tanks are to be tested after 20, 25 and 30 years and thereafter annually.
- Underground pipework to be marked and protected with ducting.
- Joints should be able to be inspected.
- Pipework is to be tested every five years.
- Leakage detection systems to be implemented and maintained.

3.1.9.6 Waste Management

Heathrow's objective is to prevent, reduce, reuse, recycle and recover waste, seeking to influence business partners and suppliers to adopt best practise in waste management and sustainability through:

- Ensuring longevity of materials (ie by selecting good quality materials).
- Designing to minimise the use of materials.
- Selecting products that are capable of being reused and recycled.
- Using products made of recycled materials.
- Using materials and surfaces that are hard wearing and can be easily cleaned and maintained.
- Disposing of waste correctly.

All occupiers and their contractors have a legal responsibility for their own waste whilst in their control, and for ensuring that waste is only disposed of by authorised persons (their Duty of Care).

Waste storage areas must:

- Ensure the effective containment of the waste.
- Be designed with appropriate pollution prevention measures including impermeable surfaces, absence of drainage and secondary containment as appropriate.

- Be clearly signed.
- Be managed to minimise the risk of health, safety, hygiene and vermin issues.

Different wastes must be segregated in accordance with regulatory requirements and HAL waste model, as follows:

- Hazardous and non-hazardous wastes to be segregated.
- Different classes of hazardous waste to be kept separate.

Recyclables waste streams to be established, as appropriate and where cost-effective, as follows:

- Mixed Recyclables.
- Cardboard.
- Glass.
- Food.
- Paper.

Heathrow generally provides a waste removal and disposal service for all non-hazardous waste generated by normal tenant operations (ie excluding construction waste). Occupiers are however responsible for off-site disposal of any hazardous waste generated through either their or their contractor's activities unless explicitly stated otherwise in the tenancy agreement. Where the Occupier or their contractor make their own arrangements for off-site disposal, all Duty of Care responsibilities fall to the Occupier as waste consignor. This extends to applying for a hazardous waste Premises Code and generating/retaining all required paperwork in accordance with regulatory requirements.

Where Heathrow provides a waste removal and disposal service, downstream Duty of Care requirements are met by Heathrow. Occupiers will be required to complete an

annual Waste Transfer Note detailing the wastes to be disposed and Heathrow holds all legally required waste disposal documentation.

3.1.9.7 Environmental Incidents

Environmental incidents include spills, leaks, incorrect disposal of waste, fly-tipping, emissions of noise, dust and smoke. The risk of environmental incidents occurring should be minimised by ensuring appropriate controls are in place and through identifying and investigating potential incidents in a timely manner.

Any Occupier managing an asset or undertaking an operation that has the potential to result in a significant environmental incident is required to be aware of and follow the Heathrow Environmental Incident Management Procedure.

All environmental incidents are to be reported to the relevant Environmental team's Property Account Manager for entry into the Environment Incident Register.

3.2 Catering

3.2.1 Environmental Health

As a general rule the Environmental Health Service requirements at the local authority will vary considerably for each unit type. In particular, Occupiers are strongly advised to refer to the Industry Guide to Hygiene Practice; catering guide. This provides a practical interpretation of all legislative requirements.

It is available from:

The Chartered Institute of Environmental Health
Chadwick Court
15 Hatfields London
SE1 8DJ
Tel: 0207 928 6006

3.2.2 Kitchen Extract Systems

There is a HAL Standard detailing the design and build requirements of Kitchen Extract Ventilation Systems along with a Cleaning Standard. For catering units that have a traditional cooking process there is a specific requirement to install a compliant kitchen

extract system. The full extract system must also be cleaned on a regular basis to reduce the grease build up and the risk of fire. Heathrow will carry out periodic inspections to ensure compliance and will require access to your accommodation. We may require remedial action to be carried out.

To gain a copy of these documents please liaise with your Commercial Delivery Manager.

Section 3

Appendix A

Environment Policy – Heathrow Airport Limited

Our activities at Heathrow can impact on the environment in four main ways:

- Contribution to global climate change – through the emission of carbon dioxide and other greenhouse gases.
- Pollution of the local environment – air pollution; noise pollution; and pollution of water and land.
- Unsustainable consumption of energy, water and materials and the generation of waste.
- Changes to biodiversity on our land.

We will seek to prevent, reduce or offset Heathrow's significant effects on the environments, and enhance positive impacts, by following these principles:

- We will seek to prevent, limit or reduce pollution.
- We will work with others to ensure that the airport plays its role in respecting environmental limits.
- We will monitor the use of resources managing their consumption efficiently and effectively.
- We will manage waste in accordance with the waste hierarchy of; prevention, preparing for reuse, recycle and recovery.
- In the context of infrastructure development, we will optimise the use of our existing facilities, and design, construct and operate new facilities in support of our sustainability goals.
- Where there are trade-offs between different environmental and/or community impacts, we will seek to deliver the best sustainable solution overall.
- We will manage our landholdings to protect and enhance biodiversity whilst maintaining aircraft safety as a priority.

How we will do this:

- As a minimum standard for performance, we will maintain compliance with all applicable legal and other relevant requirements, which relate to our environmental impacts.
- Through on-going internal engagement will inform our employees to ensure that environmental considerations are taken into account in our decision making.
- Where we do not directly control Heathrow's impacts we will work in partnership with other stakeholders to improve performance.
- We will regularly review our environmental impacts, monitor and independently verify our performance, set targets to continuously improve, and report externally on our progress.
- We will engage in open dialogue with local communities and others affected by the environmental performance of our business.
- We will work constructively to influence the development of appropriate government policies and work proactively with our regulators to ensure regulation effectively drives improvement.
- It is everyone's responsibility to deliver this policy through their day to day work.

This policy is communicated to all who work for and on behalf of Heathrow Airport Limited. This includes contractors, subcontractors, and temporary staff. This policy applies to the management and operation of Heathrow Airport Limited, and is aligned with the Sustainability Policy for Heathrow Airport Limited. This policy will be reviewed annually and updated as necessary.

Colin Matthews, CEO
July 2012

Section 4

On-site Fit-out

- 4.1 Contractor Guidelines**
- 4.2 Pre-site Meeting**
- 4.3 CDM**
- 4.4 Schedule of Conditions**
- 4.5 Airport ID Passes**
- 4.6 Welfare**
- 4.7 Site Safety / First Aid / Emergencies**
- 4.8 Sustainability**
- 4.9 Access and Working Hours**
 - 4.9.1 Heathrow Consolidation Centre (HCC)**
- 4.10 Permits to Work & Works Approval Notices**
- 4.11 Documentation**
- 4.12 Temporary Works**
- 4.13 Fire Stopping**
- 4.14 Hoardings**
- 4.15 Vehicle Access to Airside**
- 4.16 Site Housekeeping and Hazardous Substances**
- 4.17 Working with Asbestos**
- 4.18 General Rules and Regulations**
- 4.19 Commercial Safety Induction**



Section 4

On-site Fit-out

4.1 Contractor Guidelines

The site managers information should be read and applied in conjunction with the approval process information referred to within Section 1.

4.2 Pre-start Meeting

This is the first time that the contractor's site representative will be obliged to attend a meeting with Heathrow. The meeting may include the Property Portfolio Manager, and the Commercial Delivery Manager. It is the Occupier/duty holder's responsibility to ensure all correct policies/safe working practices are adhered to and to answer any Heathrow questions relating to this. The Heathrow team will run through the various aspects of the project and the site induction process.

4.3 CDM (See Section 1.10)

4.4 Schedule of Conditions

A documented schedule of conditions should be compiled and agreed with Heathrow prior to commencement of site works.

4.5 Airport ID Passes

Airside

Any works that require contractors to go into airside areas will need to have airside security passes, together with a Commercial induction pass.

Permanent passes need to be sponsored by the client and may take several weeks to be issued.

Landside

All contractors working in landside areas will need to obtain a site-specific safety induction.

4.6 Welfare

In line with welfare regulations the Occupier shall have further discussions with the Commercial Delivery Manager to help ensure compliance with the Health & Safety at Work Act and encompassed regulations.

4.7 Site Safety / First Aid / Emergencies

The principal contractor is responsible for the whole site and all the sub-contractors health & safety. A nominated person-in-charge and a competent first-aider must be on-site at all times during the works.

Emergency phone numbers, details of nearest fire assembly points and details of emergency routes will be given at the pre-start meeting. It is the responsibility of the principal contractor to ensure all site staff are aware of this information.

4.8 Sustainability

Sustainability requirements must be addressed during on-site fit out. Performance against agreed targets should be assessed and reported to the Commercial Delivery Manager.

4.9 Access and Working Hours

Site working times will vary from time to time. The Commercial Delivery Manager will advise the contractor on working hours, delivery routes, delivery times and any other restrictions.

In general, it is expected that noisy and/or dusty works within the building and material deliveries will be carried out at night (usually between 22:30hrs and 05:00hrs, subject to flight times) and with minimum disruption to other occupiers and passengers. Note: Noisy / dusty works in areas external to the building will need to be assessed with the Commercial Delivery Manager on a case by case basis to determine appropriate impact management and controls to protect the local community.

4.9.1 Heathrow Consolidation Centre (HCC)

At Heathrow, occupiers and their contractors may like to take the opportunity to manage their deliveries via the Heathrow Consolidation Centre. To summarise their service; materials are delivered in bulk to a warehouse at Colnbrook. The site foreman then agrees the day and location of where the materials are to be delivered. HCC then deliver the required pallet loads of materials as agreed. There is a charge for the service.

For further details on the HCC please contact them direct. See Section 2.4.

4.10 Permits to Work & Works Approval Notices

No work of any kind is permitted within Heathrow property without the relevant permit controls in place, some examples of which follow:

Typical areas and types of work requiring a permit to work include:

- Hot-works.
- Buried services - service clearance.
- High temperature hot water.
- Electrical works.
- Confined spaces.
- Use of cranes.
- Remote start equipment.
- Fuel mains.
- Airside working.

More information relating to authorisations for permits to work are given at the pre-site meeting.

4.11 Documentation

The principal contractor should produce a confirmed programme of works for the pre-start meeting. They must also be satisfied with the competency of their sub-contractors. Certificates for installation and testing of all services and material and products used will be required at hand-over.

4.12 Temporary Works

If the contractor is to install their own temporary electrical installation it must be certified prior to connection to main electrical supply by a Heathrow Electrical Safety Regulation Engineer. All temporary works must be checked and tested to comply with current best practice and relevant legislation/Acts.

4.13 Fire Stopping

Fire stops are designed to restore the fire-resistance ratings of wall and/or floor assemblies by impeding the spread of fire by filling the openings with fire-resistant materials. Unprotected openings in fire separations cancel out the fire-resistance ratings of the fire separations, allowing the spread of fire, usually past the limits of the fire safety plan of a building.

All Fire Stopping shall be carried out by a HAL nominated and approved contractor BS476 Part 20, 22, 23 ref engineering instruction 539/03).

4.14 Hoardings

These are generally the responsibility of the Occupier and will need to be provided and maintained during the works. The hoarding must comply with HAL Technical Standards with doors to the site fitted with a digital lock (the security number of which must be provided to Heathrow) and self-closing devices. On completion of the works, it is the Occupier's responsibility to remove the hoarding from site. All timber hoardings should be produced from sustainable timber sources accredited to the Forest Stewardship Council (FSC).

4.15 Vehicle Access to Airside

If vehicle access is needed airside this should be arranged by the Occupier of premises who will also explain the necessary forms and procedures required including information on airside driving test, insurance, passes and special equipment for the vehicles etc.

4.16 Site Housekeeping and Hazardous Substances

It is the contractor's responsibility to ensure that the site is kept clean and tidy at all times. Overspill of materials outside the hoarding lines will not be permitted. All materials stored on-site must be secured to prevent waste mishandling or theft.

Contractors must have a COSHH assessment for any hazardous substance or material used with information available on site. All hazardous substances should be retained within a secure store with integrated drip tray. All hazardous waste should be disposed of via a specialist hazardous waste contractor and stored in an appropriate container, segregated from general waste in line with COSHH regulations.

4.17 Working with Asbestos

All operators should be made familiar with the HSE Publication - Working with asbestos in Buildings. This document is available on the HSE website at:

<http://www.hse.gov.uk/asbestos/protect.htm>

4.18 General Rules and Regulations

Below is a list of some basic rules, which apply to the site:

- No radios.
- No smoking.
- No alcohol or drugs to be consumed on airport premises before, during or after work.
- Passenger trolleys are not to be used to transport goods and materials.
- Noise to be kept to a minimum.
- Bad language will not be tolerated.
- Dirty and torn clothing will not be allowed.
- Shorts / inappropriate clothing will not be worn on-site.
- Relevant PPE must be worn.
- No advertising on hoarding without prior permission.

4.19 Commercial Safety Induction

All personnel on site must have undergone a HAL Commercial Safety Induction this will include regular visitors to site eg clients, architects, project managers etc.

Section 5

Hand-over

5.1 Handover Attendees

5.2 Certificates Required for Handover



Section 5

Handover

5.1 Handover Attendees

On completion of the fitout a formal handover of the unit between Heathrow and the occupier MUST take place to ensure the unit complies with the drawings as approved, technical standards and building control requirements. The handover meeting will take place when the accommodation is fully complete. The attendees at this handover meeting should include:

- Property Portfolio Manager.
- Commercial Delivery Manager.

Other persons / interested parties which may also attend, depending on the type of project:

- Building control.
- Terminal management.
- Local fire authority.
- Heathrow engineering.

Attendance required by the occupier:

- Occupier representative.
- Main contractor's representative.
- Site foreman.
- Designer.
- Planning Co-ordinator (CDM).

5.2 Certificates Required for Handover

At handover the contractor will be required to furnish the Commercial Delivery Manager with copies of all relevant test / commissioning certificates. They are as follows:

- NICEIC (17th Edition) Electrical installation completion certificate BS7671.
- Electrical circuit schedules.
- NICEIC Emergency lighting completion certificate BS5266.
- NICEIC Fire alarm system installation and commissioning.
- Completion certificate for commissioning and testing of the fire alarm system to BS5839 part 1.
- Sprinkler LPC conformity or a completion certificate to prove that the installation complies with BS5306 (If applicable).
- Sprinkler pressure test certificate (If applicable).
- Fire stopping certification.
- Ansul system commissioning certificate (if applicable).
- Kitchen extract system installation certificate.
- Fire shutter test certificate (if applicable).

Written confirmation of compliance is also required for the following:

- Fire rated certification for all finishes used in the unit, ie floors, walls and ceilings (Class 1.0).
- Fire rated certification for all fixtures and fittings (Class 1.0).
- Certification for any glazing installed to BS6206.
- Certification that any timber used is from a sustainable source (FSC).
- Compliance with the HAL Environmentally Sensitive Materials Strategy.
- Chlorination certificate (on fresh water supplies if applicable) to BS6700.
- HVAC test certificates.
- Data on unusual materials.
- Ceiling fitted to BS8290.

- Compliance with the building regulations.

Within an agreed period of the hand-over the following must be submitted:

- A completed copy of a health, safety and environment file (for notifiable projects if CDM applies).
- Completed and signed snagging list.
- All as-built drawings, which should be supplied to the Commercial Delivery Manager for all installations to the agreed format.

Section 6

Electronic Communications Approval Process (ECAP)



Types of Telecommunications Service Change which require prior Approval from Heathrow

Change type

New apparatus

Changes to existing apparatus that requires cabling or antenna(s) to be installed outside the demise of an Occupier's leased area

Any change requiring a new/revised WT Act licence

Increase in radiated power above the level for which explicit approval has been granted by Heathrow.

Increase in number of radio carriers used above the number for which explicit approval has been granted by Heathrow.

New or changed fixed antenna location, including temporary antennas, radiating cables and equipment with integral transmitting antennas

Changed antenna type

Changed antenna orientation (azimuth or tilt)

Frequency change within licence-exempt spectrum

Frequency change by a 3G operator

Upgrade of transmit equipment for new bands or technologies

Change of ownership of radio transmitting equipment

Change of WT Act licence holder

For further information please contact commercial_telecoms@heathrow.com