

# Star Alliance Terminal One

## Decants and Relocations Strategy Review

### The Brief

In late 2004 a Memorandum of Understanding (MOU) was signed between STAR Alliance and BAA agreeing future developments in and around Terminal One in the context of a five Terminal Heathrow.

The essence of the document consisted of five key objectives agreed between BAA and STAR's constituent eighteen airlines:

- Competitive equivalence with Terminal Five
- Minimum connect times between STAR carriers of forty-five minutes
- Achieving business synergies between member carriers
- Move Under One Roof (MUOR)
- Maximise the quality of passenger experience.

Underlying all the above goals is the efficient and smooth management of airline moves from existing terminals into new facilities within Terminal One. This decanting and facilities allocation management was defined, managed and delivered by Forward Aviation.

# FORWARD

GROUP

- Aviation
- PFI
- Built environment



### Services Provided

- Capture and analysis of existing facilities
- Requirements definition via stakeholdering and industry benchmarking
- Spatial modelling and mapping
- Programme alignment
- Project and full lifecycle costing
- Supporting commercial negotiations
- Integration with the wider Heathrow initiatives
- Project management

### Our Approach

Forward Aviation's approach derived from a detailed understanding of the entire fabric of the target terminal from which a definitive list of available accommodation was compiled. Alignment was established between currently vacant and early released space, other airport occupiers and the operation needs of incoming airlines. Agreement in principle was reached around programme and scope prior to space planning exercises.

The entire decant package of work was undertaken with reference to these key guiding principles:

- Equity between all airlines regardless of move date and/or scope of requirements
- Transparency and clear communication
- Minimum disruption to passenger experience
- Day one requirements as far as possible aligned with available vacant space
- Dependency on early release of space kept to a minimum
- Future and current uses of accommodation aligned wherever possible
- Avoidance of new build or abortive works
- No double moves

### The Results

The project is still at the spatial modelling and programme alignment stage. However, a considerable level of commitment and agreement already exists between all parties.