



The Project

In late 2004 a Memorandum of Understanding was signed between the Star Alliance carriers and BAA agreeing the future developments of Terminal 1 in context of a five terminal operation at London Heathrow Airport.

This resulted in the development and subsequent implementation of an investment plan to re-develop Terminal 1 to accommodate the consolidation of Star Alliance carriers from this terminal building along with a number of non-aligned airlines.

The scope of works for this 360m project included the re-development of the Departures Concourse, Landside Arrivals area, Baggage Reclaim Hall, Baggage Mezzanine level and the Forecourt.

Services Provided

The services provided by Headland Project Management included the following.

- Overall project management
- Design management
- Stakeholder management
- Appointment of all Consultants and Contractors
- Financial management
- Construction management
- Risk and opportunity management



Project Approach

Headland Project Management were appointed to manage and co-ordinate all aspects associated with the delivery of this very complex project.

It was identified very early that a co-ordinated approach would be required amongst all Stakeholders to ensure project success.

The scope of works and timeline were difficult in their own right but the complexity increased on an exponential scale given that these were to be undertaken in a 40 year old building that had to remain operational at all times processing 23 million passengers per annum.

The Outcome

The project was successfully delivered on time and under budget which incorporated a further £6.3 million of scope change. Using our approach of putting the passenger experience at the forefront of all of our decision-making activities it was pleasing to see that the project did not receive one single complaint during the two year construction period.

This project was formally recognised for its efforts and approach by the Project Management Institute (PMI) as one of the three finalists for its prestigious Global Project of the Year award for 2009.

