



“Royal HaskoningDHV has a wealth of engineering experience, putting them in an excellent position to project manage some 45 contractors in the construction of the new Terminal 2 building. We were delighted with the results of the project and look forward to working together again in the future.”

Kevin McDonald Client Project Manager,
Heathrow Airport Limited

Keeping the new Heathrow Airport Terminal 2 building on course

Terminal 2 – The Queen’s Terminal – opened in June 2014 and is home to over 20 airlines. In a project that involved 22 separate locations and the production of 360 health and safety files, Royal HaskoningDHV was contracted to provide knowledge-based project management to support the construction of the new Terminal 2 Concourse A.

In 2010 HETCo, a joint venture between Ferrovial Agroman and Laing O’Rourke, began construction of the main terminal building of Heathrow Airport’s Terminal 2. Given Royal HaskoningDHV’s previous experience of delivery of major Heathrow Airport projects – including Terminal 5 A & B, the Post Terminal 5 Transfer Baggage System project and the Terminal 3 Integrated Baggage building – the company was selected to provide knowledge-based project management services.

With an innovative building design ensuring sustainability for Heathrow Airport, the 200,000m² five-story terminal building provides 12 contact stands as well as coaching gate facilities to cater for around 20 million passengers per year.

Royal HaskoningDHV was contracted from July 2012 to November 2015 and experts were responsible for providing two main services – Technical Authoring and Asset Management, and Handover Document Control.

In such a vast project, our experts had to fully understand each of the contractors work packages in relation to the Heathrow Airport system based method of delivery, how it was being manufactured and the implementation process. We also had to understand the full detail of architectural, services, IT and airport systems for each of the 22 locations in order to manage the project as a whole.

Working with key suppliers on the project, Royal HaskoningDHV was responsible for scheduling and monitoring the required handover deliverables for HETCo. Alongside providing coaching and technical guidance to the suppliers involved in the construction, we managed and generated 100,000 new assets with those suppliers using the airport database. This culminated in the publishing of 360 health and safety files and supporting documents for Heathrow Airport’s review.



Keeping the new Heathrow Airport Terminal 2 building on course

Royal HaskoningDHV also provided a link between project document control and the requirements for the handover process at the end of the construction project. By ensuring that document criteria were fully completed in relation to location, systems and health and safety file section, we guaranteed consistency throughout all of the documents created in terms of type, style, format, terminology used, titling and numbering.

The Terminal 2 Concourse A project covered 22 different locations each with their own procedures, processes and systems. For example, just one of the walls in the main terminal building could have had 12 different contractors delivering different systems and products. All of this information had to be combined into one coherent description in the document presented to Heathrow Airport.

“The biggest challenge that we had was getting the contractors interested in the document management side of things,” commented David Hodgkinson, Handover Operations & Technical Field Guidance, Royal HaskoningDHV. “The paperwork is hugely important in a project as vast as this – in fact, if the documents that we delivered for handover were printed on A4 and stacked, the pile would have been taller than six London buses combined. That gives you an idea of just how vast the documentation was!

“This was a challenging project from beginning to end, and it was all hands on deck to achieve the final goal and deliver what was expected in a smooth and professional manner. We were delighted with the results of the project and look forward to working together with Heathrow Airport again in the future,” concluded David Hodgkinson.

Royal HaskoningDHV successfully completed the handover to Heathrow Airport in line with HETCOs delivery programme. Sixty-four thousand documents were created, 13,000 of which were identified to be used for health and safety files, and 2,500 of which were created by our team.

Throughout the project the client noted that the delivery process needed altering slightly. Rather than producing a single word document at the end of the project. . 360 health and safety files were created as excel spreadsheets using content from the live Electronic Document Management System, which enabled the documents to be updated more easily and could be shared on an ongoing basis for accurate updates as and when required.

This was a new way of working, assisted by Royal HaskoningDHV, which has been carried forward to future projects, as well as providing comprehensive support for those working on the Terminal 2 building in the future.

“Because of Royal HaskoningDHV’s engineering background and expertise, the team had a huge understanding of everything the contractors were doing. The company’s transparent approach combined with the team’s previous work with us meant that they knew all of our processes inside out,” commented Kevin McDonald Client Project Manager, Heathrow Airport Limited. “This gave them a great advantage in managing the project, and we could always be sure that the experts forming our central point of contact would have the answer to any question we had at any point in the project.”

David Hodgkinson

T: +44 (0)1784 839104

E: david.hodgkinson@rhdhv.com

royalhaskoningdhv.co.uk

**Royal
HaskoningDHV**
Enhancing Society Together