



Heathrow's preparations for the  
London 2012 Olympic and Paralympic  
Games at six months to go



Host Airport

**Heathrow**   
*Making every journey better.*





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# Foreword

Normand Boivin, Chief Operating  
Officer for Heathrow

We are proud to be Host Airport and supplier for the London 2012 Olympic Games and Paralympic Games.

Around 80 per cent of all Games visitors are expected to pass through Heathrow – including athletes, officials, Marketing Partners and media, as well as spectators – the airport will be their first experience of London and the UK before the Games.

The whole airport community faces an unprecedented challenge and this document outlines our plans. We are moving in the right direction but there is still more to do. We see ahead of us the enormity of this challenge therefore we are working in collaboration with airlines, UKBA, NATS and others accordingly on the solutions to make this a real success.

We are working with the London Organising Committee of the Olympic and Paralympic Games (LOCOG) to ensure we meet the needs of Games passengers, and ensure our business as usual passengers are looked after. Airlines are engaging with Heathrow to agree plans and support the changes during the Games.

We want Heathrow to represent the best of London, the Olympics and Paralympics at Games time. We aim to give the world's greatest athletes the world's greatest welcome.

**Thank you**

Normand



# Introduction

to the Games at Heathrow

**The challenge – Busiest day in Heathrow's history will be 13 August 2012**

The Games is one of our biggest operational challenges. Giving the world's greatest athletes and all of our passengers a great welcome and send off will require every organisation at Heathrow to make some changes to the way they normally operate.



## Heathrow has two key challenges, volume and complexity:

- **For the Olympic Games** the combination of holiday makers during the summer period plus Games athletes, officials and spectators will mean greater overall numbers of direct arriving and departing passengers and volumes of baggage
- **For the Paralympic Games** there will be higher than normal numbers of passengers with restricted mobility (PRMs), many of whom will be wheelchair users.

## For both the Olympic and Paralympic Games:

- **Games Arrivals** will take place over a period of approximately two weeks with two peak days
- **Games Departures** will take place over a period of just three days, one of which will be the busiest day in Heathrow's history.

## Peak times

Heathrow has designated 27 June to 1 October 2012 as the critical period for the airport to focus on the Games. This includes time either side of the Olympic Games Opening Ceremony on 27 July 2012 and the Paralympic Games Closing Ceremony on 9 September 2012.

There will be critical peak times for arrivals and departures when passenger and baggage volumes will be the most challenging Heathrow has ever faced. These include:

- **16 July**  
Peak day for arrival of Olympic athletes
- **26 July**  
The day before the Olympic Opening Ceremony and peak day for arrival of sponsors / media
- **13 August**  
The day after the Olympic Closing Ceremony and busiest day in Heathrow's history
- **22 August**  
Peak day for arrival of Paralympic athletes
- **28 August**  
The day before the Paralympic Opening Ceremony and peak day for arrival of sponsors / media
- **10 September**  
The day after the Paralympic Closing Ceremony.





# Our approach

## Team Heathrow: our approach to the London 2012 Games

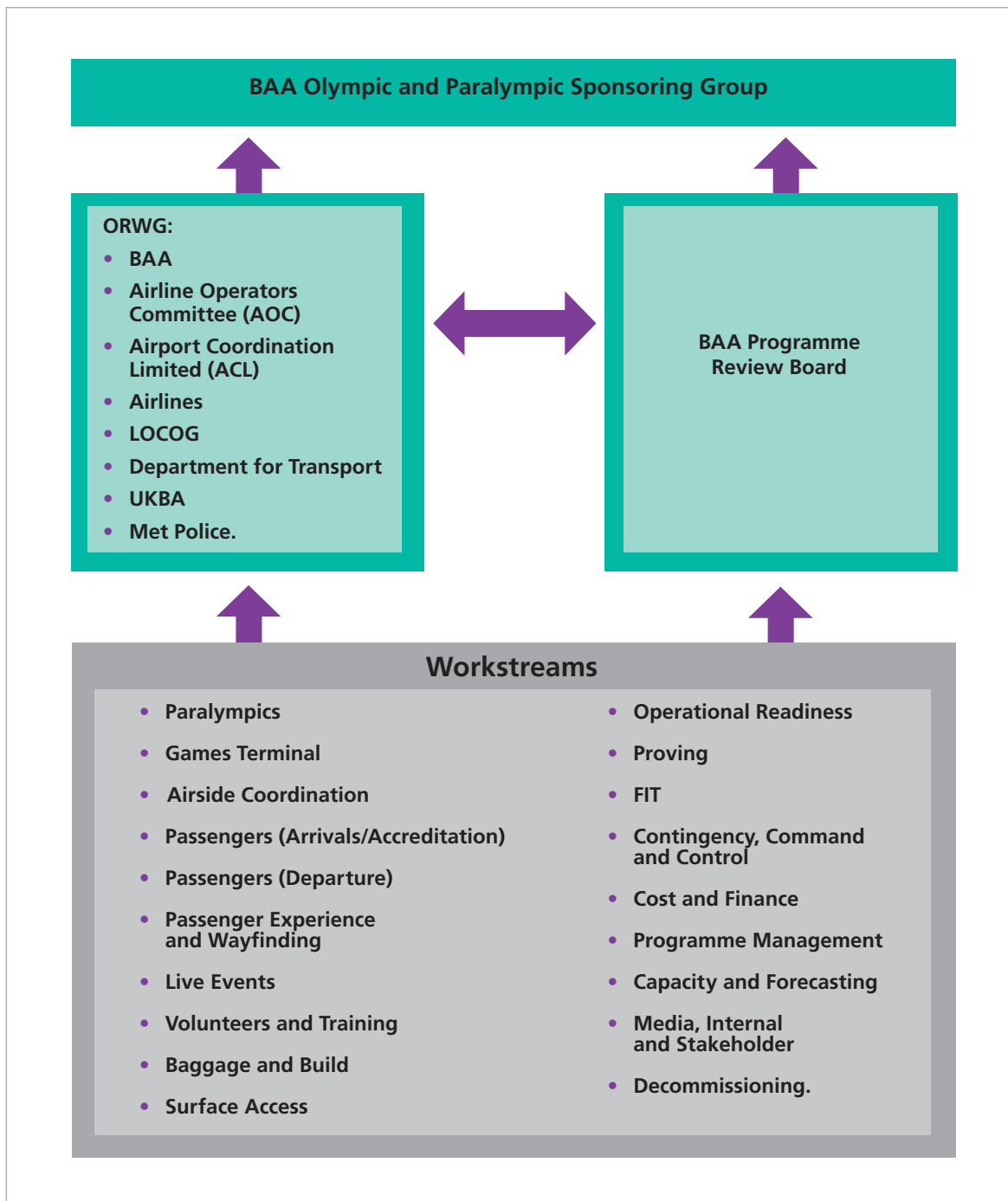
BAA's Olympic and Paralympic preparations began with its support for London's winning bid team. After the Games were awarded to London in 2005 we set up a dedicated Olympic and Paralympic team planning for 2012.





Planning and delivering the Games is a major undertaking. The Olympic and Paralympic Programme is being led by Normand Boivin, Heathrow's Chief Operating Officer. There are around 50 staff currently working full-time on the programme, a number that is expected to increase significantly in the run up to and during Games time, including 1,000 volunteers. We are also working closely with every member of the airport community to coordinate plans and make changes to the way they normally operate so that together we can ensure the best possible experience for all passengers.

**Governance structures for planning:**



## **Our Games programme has the following objectives:**

- Give a great welcome and goodbye to all London 2012 guests
- Ensure a normal good service for other passengers.

## **Plans are organised around eight main areas of focus for our Olympic and Paralympic planning team. These are:**

1. Passengers experience
2. Arrivals
3. Departures
4. Games Terminal
5. Baggage
6. Surface Access – Transport
7. Volunteers
8. Communications

### **To deliver this:**

#### **1. We have incorporated best practice and recommendations from former host airports**

Our planning team was in Beijing in 2008 and Vancouver in 2010 to observe the unique operational challenges created by both summer and winter Games. We also met with the airport operators who successfully delivered Games transport at Athens and Sydney, and at the end of last year the team went to see how Mexico airport coped with the demand for the Parapan American Games. The experience of former host airports has helped us to identify the challenges Heathrow will face in 2012.

#### **2. We are inviting expert peer review of our plans**

We will shortly be embarking on a quality assurance and expert peer review process. Vancouver airport has already reviewed our operational plans and is set to look at further elements such as the communications and media facilitation.

We have also asked Olympic and Paralympic athletes to review the plans as well as working with the Charity Whizz Kids who have audited some of our Terminal facilities and helped with a security staff training video to familiarise staff on how to deal with disabled persons who are going through security.

In addition to this we consulted with the Chicago based Open Doors organisation for people with disabilities in travel and tourism, who also did an audit of the terminals. We are now talking to them about wheelchair loading training, volunteer training and wheelchair repair facilities.

Each individual or organisation has been asked to review our plans so far and test whether they hit the mark or need further work.

#### **3. We are working in collaboration with other airport stakeholders**

The key to creating a good experience for every passenger at Heathrow is the entire airport community actively working together. Only when every part of the airport works together in a planned, integrated and co-ordinated way do passengers experience a smooth journey. This is even truer during unusual operations when the plans of many different organisations need to change together to support passengers. Airlines, Airline Operators Committee, air traffic control, ground handlers, caterers, fuel suppliers, immigration services, police, bus and rail as well as LOCOG and the airport operator need a common understanding of what's happening and be part of a co-ordinated plan so that action in one area doesn't inadvertently conflict with another area.

The Olympic Readiness Working Group (ORWG) was established to involve the whole airport community in planning Heathrow's response and to agree solutions to difficult issues. The initial operational plan for the Games has been approved by this group. We continue to work with everyone to resolve any outstanding issues and stakeholders are actively involved on several working groups including for baggage, the Games terminal, Olympic Village operations, passengers with reduced mobility and surface access.



#### 4. We will be drilling and testing new procedures

As LOCOG prepares for London 2012 they have been running test events as part of their London Prepares series. They have agreed a live test event schedule with us where we can test several of our Games time solutions.

During these live test events athletes and VIPs will come through Heathrow giving us the opportunity to test procedures including volunteer roles, UKBA dedicated lanes, LOCOG welcome desks and transport.

Live test events are also a great catalyst for Team Heathrow, bringing all our staff, service partners and volunteers together for an integrated mini Games operation that we can learn from and build on as we get closer to London 2012.

#### 5. We will risk assess our security arrangements

Our security strategy for the Games is built around existing security processes at Heathrow.

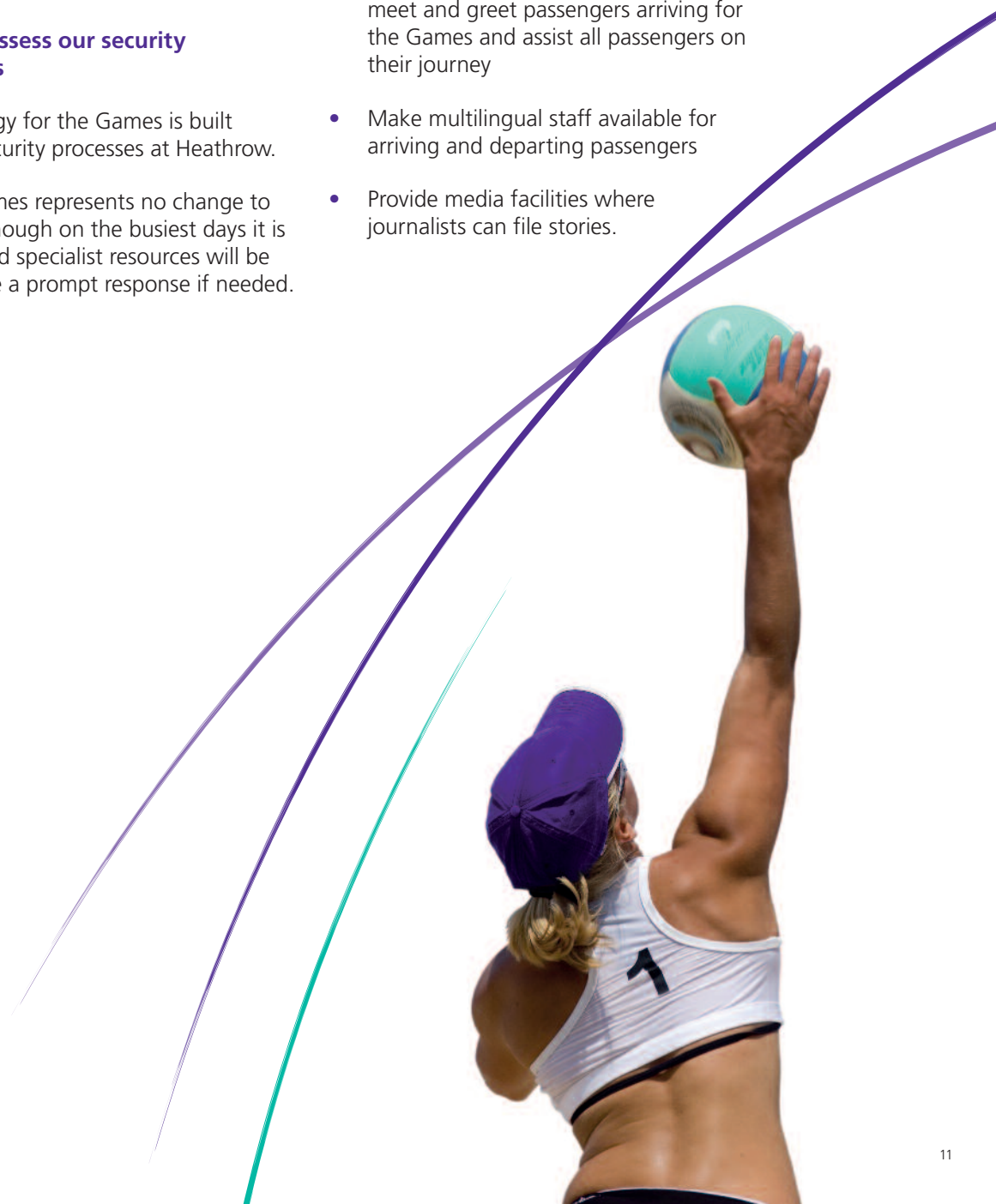
At present the Games represents no change to the usual risks, although on the busiest days it is likely additional and specialist resources will be deployed to enable a prompt response if needed.

#### 6. We are investing for success

We currently expect the net cost of the Olympics to BAA to be in excess of £20 million to manage the extra demand and unique challenges of the Games at Heathrow. There is no public funding being used.

##### With this investment we will:

- Construct a dedicated Games Terminal for athletes departing after the Olympic Games
- Offer check-in and baggage collection at the Olympic and Paralympic Village
- Build extra lifts to reunite Paralympians with their wheelchairs on arrival
- Recruit and train 1,000 volunteers to meet and greet passengers arriving for the Games and assist all passengers on their journey
- Make multilingual staff available for arriving and departing passengers
- Provide media facilities where journalists can file stories.



# Forecast

## Games forecast in numbers

Around 80% of Games passengers are expected to go through Heathrow.





Passengers will include athletes and members of the London 2012 (LOCOG) 'accredited' Games Family who have special requirements. They are expected to have more bags than Heathrow's usual passengers, including more oversized items.

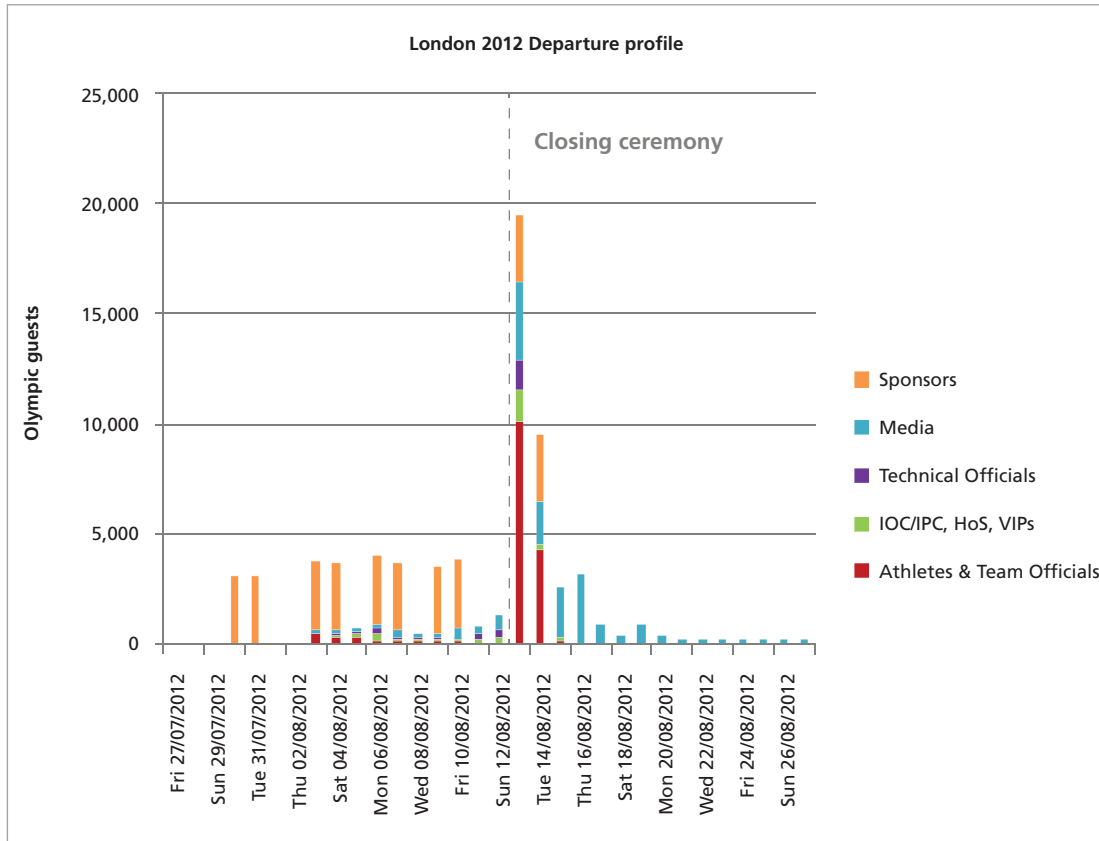
	Total Olympic Games passengers at Heathrow	Total Paralympic Games passengers at Heathrow
Athletes	12,850	7,000
LOCOG Accredited Media	14,700	5,000
IOC* / IPC**, HoS***; VIP	2,450	500
Technical Officials	1,950	1,280
Marketing partners & Guests	25,450	7,000
Unaccredited Media	2,050	700
<b>Total</b>	<b>59,450</b>	<b>21,480</b>

\*IOC – International Olympic Committee \*\*IPC – International Paralympic Committee \*\*\*HoS – Heads of State

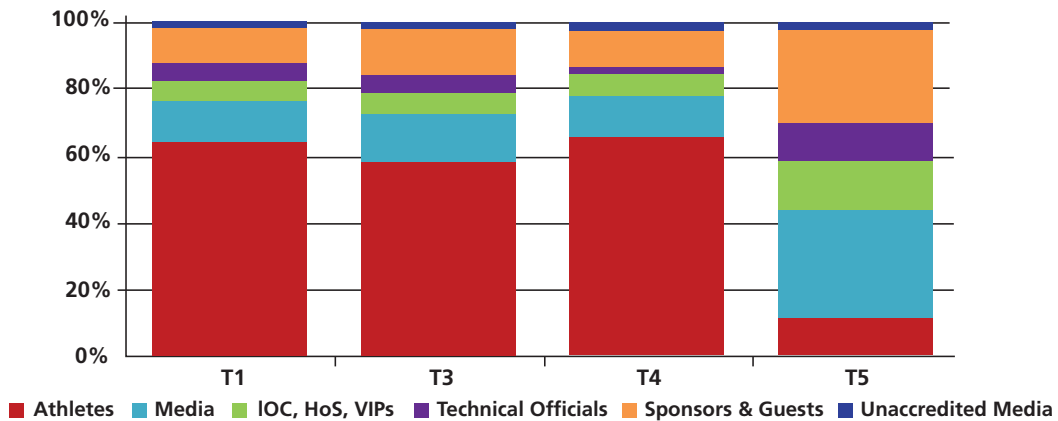
#### Thursday 26 July and Monday 13 August – the busiest arrivals and departures days:

	Business as usual day	London 2012 – 26 July and 13 August	
Arriving passengers (26 July)	95,000	138,000	45% increase compared to a normal day
Departing passengers (13 August)	95,000	138,000	45% increase compared to a normal day
Direct passengers	65%	87%	Increase with less passengers transferring to other destinations
Departing bags	150,000	203,000	35% more bags than a normal day

Monday 13 August – the busiest day for departures:



Olympic guests split on Monday 13 August 2012









# Key areas

Our plans: key areas of focus

To make sure we consider every aspect of the passenger experience we have eight key areas of focus. The operational plan joins these up to ensure that Team Heathrow provides a great experience from touch-down to take-off.



## Key Area 1 – Passenger experience

Millions of people travel through Heathrow each year. Our aim is to make every journey better than the last. Passengers tell us that new and refurbished terminals, shorter security queues, improved reliability and better punctuality have made Heathrow one of the best hub airport experiences in Europe. During the Olympic and Paralympic Games we will face huge challenges but our aim will remain the same – to make every journey better.

The airport will be decorated to capture the excitement of the Games. Other passengers will be able to welcome athletes to the Games in a fun and relaxed atmosphere, as they get their first and last impression of Great Britain.

Televisions in terminals will be showing the Olympic and Paralympic Games, so passengers can watch as they travel.

VIP passengers, such as Heads of State, will be able to utilise our VIP facilities. Due to lack of airfield capacity at Heathrow, charter flights and private jets will use other airports such as Stansted.

Heathrow and airline staff, plus volunteers will be on hand in all terminals to assist passengers with their onward or outward travel. Before the Games we will be giving advice to passengers on the best way to travel on the busy days. We want all passengers during the Games to feel they are receiving the support they need to continue their journey.

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## Key Area 2 – Arrivals

Athletes will be coming through the normal arrivals channels but Heathrow has put in place several elements to ensure a smoother journey on these busy days.

Given the additional requirements for Paralympians we are working closely with LOCOG to gather all necessary information about passengers' requirements. We will encourage airlines to consider the amount of ground time that will be needed to turn the aircraft around when carrying of large numbers of wheelchair users and whether or not that is achievable. We will also work with departure airports and airlines to ensure that wheelchairs are loaded and identified in a way that assists with the repatriation of these wheelchairs when the athletes disembark at Heathrow.

Our objective is to enable the offload of athletes and their mobility equipment as quickly and as safely as possible. Aircraft will take longer to offload when larger numbers of athletes and equipment are on board, so it is vital that an efficient process is adopted to avoid unnecessary delays. The airlines are responsible for ensuring that wheelchairs are returned to the athletes and it is our responsibility, through our service provider Omniserv, to assist the athletes from their cabin seat and into their own wheelchairs, where they can then self mobilise and continue on into the terminal building.

### Games Passes

All London 2012 Games passengers need to have their LOCOG accreditation activated when they get to London which entitles them to use dedicated Games facilities such as venues, transport, accommodation and catering. They will have an Olympic Identity and Accreditation Card (OIAC) – issued before the Games – that can be activated at Heathrow, accreditation centres or venue accreditation offices. This service will be available at the airport for international arriving passengers from Wednesday 27 June to Sunday 9 September 2012. Passengers will need to present their card at a desk to have it laminated and attached to a lanyard.

Trials by LOCOG have indicated that the process will take an average of 90 seconds per person.

All Games passengers coming through International channels will be encouraged to pass through the accreditation process at Heathrow. Volunteers will be on hand to guide Games passengers to the desks. If queues form in these areas, we will ask Games passengers to continue to the next arrival step and validate their accreditation at an alternative venue. Games passengers arriving from the UK and Ireland will need to get their documents approved at other Olympic venues.

LOCOG will manage and resource the validation process itself. BAA will support this operation with two volunteers per location at peak time.



**The terminal validation process will take place in different locations depending on the terminal:**

- **Terminals 1 and 5:** after immigration
- **Terminal 3:** before and after immigration
- **Terminal 4:** before immigration.

### Border Control

There will be dedicated lanes provided by the UK Border Agency (UKBA) for all accredited Games Family members, athletes, coaches, officials, accredited media and other individuals. UKBA will offer a flexible solution that will allow it to 'switch' Games passenger lanes on and off as required to ensure the balance of desks provided to business as usual and Games guests meet passenger needs. UKBA is also creating a pool of volunteers to work at Heathrow to ensure an efficient border control process during the peak arrivals period.

When all passengers arrive at the border they should ensure they have all documents ready to present to a border officer. There will be signs in the arrival hall which will direct passengers to the appropriate passport desk.

If you are EU/EEA national with a chipped passport, you may wish to use the e-passport gates, which could speed up your entry into the UK.

UKBA will be working hard to ensure that queues at the border are kept to a minimum during this busy period.

### Customs and Security

All passengers will travel through the normal customs procedures when arriving at Heathrow. We do however expect a higher number of firearms to come through the airport due to the shooting events. For the test events there will be 800 athletes bringing through 1,100 firearms. The Olympic Games will have 390 athletes bringing 780 firearms and the Paralympics will have 140 athletes with 200 firearms.

To manage the extra demand we are we will be putting in place a system to ensure the firearms are safely transported to the appropriate venue. When the competitors arrive, firearms will be collected and transported by approved handler to airside LOCOG vehicles where they will be secured and subsequently transported to the Royal Artillery Barracks (RAB). On the day of issue of firearms to athlete, UKBA will perform necessary checks against required paperwork within the armoury at RAB.

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## Key Area 3 – Departures

Monday 13 August will be the busiest day Heathrow has ever seen due to the departure of Games passengers after the Olympic Games. We are therefore building a new temporary Games departure terminal especially for athletes after the Olympic Games. Check-in and baggage collection will be available at the Olympic and Paralympic Village in Stratford on the day before departure. There will also be extra support for business as usual operations during the Games period with volunteers on hand to assist.

Passengers with reduced mobility who depart from the Paralympic Games are likely to be processed through the main terminals to minimise the number of coaches they get on and off. The main terminals departure process during the Games will be similar to today but we will have more volunteers on hand to help.

The capacity of the departure lounges in all terminals will be stretched on the peak departure day due to the high load factor of each departing flight. Volunteers will therefore be in each terminal to assist with wayfinding and airport information.

## Security

More direct passengers and fewer transfers will put extra pressure on departure security search areas. To ensure there are no additional delays at security in the main terminals the security lanes will be designed to process as many passengers as early as possible to prevent queue build up. We are considering options to open lanes earlier and close them later than planned. At peak times all security lanes will be open.

The Paralympic Games will affect the main terminal security screening operations as it generally takes longer to process wheelchair users and other passengers with reduced mobility (PRM). Therefore more lanes will be modified to accept PRMs and we are considering the most effective way of staffing the areas to help cope with this additional demand.

Games passengers in wheelchairs will stay in their chair right to the aircraft door, rather than checking their wheelchairs in as baggage. This option is available to passengers now but the majority of passengers that currently use wheelchairs at Heathrow are not wheelchair users outside of the airport, they simply request assistance through the airport with a porter and a wheelchair. Therefore increased numbers of passengers with their own wheelchairs will take longer to process through security.

## Key Area 4 – Games Terminal

Heathrow is building a dedicated Games departure terminal to use for just three days following the Olympic Games Closing Ceremony – 13, 14 and 15 August.

### Why do we need it?

These three days are Heathrow's busiest during Games time, and the Games Terminal, plus Village bag collection, will divert up to 10,100 people and 37,900 bags from the main terminals at that time. It will also remove a significant number of coach movements from the main terminals.

**Below summarises the impact of not having the Games Terminal, assuming at least 55% of athletes' bags are collected from the Olympic and Paralympic Village:**

	Surface access	Check-in	Security	Baggage
T1	Demand in excess of capacity for long periods	Demand in excess of capacity at peak	Sufficient capacity	Sufficient capacity
T3	Demand in excess of capacity for long periods	Demand in excess of capacity at peak	Demand in excess of capacity for long periods	Demand in excess of capacity for long periods
T4	Demand in excess of capacity at peak	Demand in excess of capacity at peak	Demand in excess of capacity at peak	Sufficient capacity
T5	Sufficient capacity	Sufficient capacity	Sufficient capacity	Sufficient capacity

■ Demand in excess of capacity for long periods    
 ■ Demand in excess of capacity at peak    
 ■ Sufficient capacity

**Below summarises the impact of having the Games Terminal, assuming at least 55% of athletes' bags are collected from the Olympic and Paralympic Village:**

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T4	Demand in excess of capacity at peak	Sufficient capacity	Demand in excess of capacity at peak	Sufficient capacity
T5	Sufficient capacity	Sufficient capacity	Sufficient capacity	Sufficient capacity

■ Demand in excess of capacity at peak    
 ■ Sufficient capacity

We continue to work on plans at terminals to cope with the additional demand.

The terminal will be decorated inside and out to give athletes a fitting send off. The construction will begin in February and be ready for testing in May. The Games Terminal will be a temporary structure that will be decommissioned after use.

In the terminal there will be some bag drop and check-in facilities, ticket presentation and security screening. Standard check-in and bag drop facilities will be resourced by airlines / handlers. Athletes and team officials are expected to check-in before they arrive at the terminal and have their bags collected from the Olympic and Paralympic Village.

**Check-in**

Check-in at the Olympic and Paralympic Village in Stratford will be provided for all athletes and team officials based there for both Games. Our aim is to perform all check-in with pre-printed boarding cards, bag tagging and bag collection in the Village on the day before the peak departure day.

Bag collection will be available for all those that have participated in the check-in preparation and will operate on the following days only:

- 12, 13 and 14 August
- 9, 10 and 11 September.

These dates coincide with flights departing in the three days after both Games Closing Ceremonies – the period when most Games passengers will depart.

It will be <b>70m x 55m</b> , the size of the Paralympic 7-a side-football pitch.	It will have <b>31</b> check-in desks.	<b>Seven</b> security lanes will be constructed.	Coaches will have <b>five</b> drop off points at the Games Terminal.
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## Arrive at the Games Terminal

The Terminal location will be on the south side of the airport between Terminal 4 and British Airways World Cargo, in an area currently being used for staff car parking – an alternative location has been found for the parking.

Buses will arrive on Sealand Road, the site's Western side, and stop at the Games Terminal kerb area. Passengers will disembark – along with any baggage – to be shown the way by Heathrow volunteers and assisted by porters, if needed.

When passengers enter the Games Terminal, they will take one of two routes. If they already have a boarding card and no additional bags for check-in, they will go directly to the ticket presentation and security screening area. Should passengers need to check-in or drop an additional bag, they will be filtered to the check-in area. Any baggage dropped in the Games Terminal will be taken to the terminal of departure for screening, sorting and loading.

Once through security screening, passengers will reach an airside lounge where they will take a bus to the appropriate terminal for their flight. No planes will depart from the Games Terminal. There will be a minimum of four bus stops on the airside area of the Games Terminal – at least one for each terminal. Athletes will go straight to their departure lounge without having to go through security again.

We estimate it will take around 30 minutes for athletes to pass through the terminal and get onto the bus to their terminal departure lounge.



Artists impression of how the Games Terminal could look

## Key Area 5 – Baggage

### ‘Heathrow is expecting 35 per cent more bags than usual on its busiest day’

We are expecting athletes to each have an average of 2.75 bags when they arrive which will increase to 3.75 bags on departure because of shopping and souvenirs. This compares with a usual average of one per person.

The management of bags is going to be a big challenge and Heathrow is working with airlines to make this process work effectively. On 13 August over 200,000 bags are expected to leave the airport, compared to 150,000 direct and transfer bags on a normal day.

Around 15 per cent of the bags will be oversized sporting equipment such as canoes, pole vaults or bikes which cannot be processed through normal baggage systems. Options to manage the extra demand include baggage pick up facilities at the Olympic and Paralympic Village and shipping some baggage as freight.

### Arriving Bags

Our aim is to reunite passengers with their bags as quickly as possible so they can move on from the baggage hall, minimise congestion and continue their journey. Due to the large number of bags to be processed at arrivals we need to ensure the movement of bags from planes to baggage carousels can continue throughout the day as happens normally. During the Games period there will be insufficient capacity on carousels and floors in the baggage reclaim hall for waiting passengers. We are also expecting up to 60% extra oversized and super oversized items on July 16 – plus 20% extra regular bags arriving on July 26.

We're expecting up to 60% extra oversized and super oversized items arriving on July 16.	Departing athletes are expected to have an average of 3.75 bags each.	There will be 20% extra regular bags arriving on July 26.	We will receive 35% more bags than normal on the 13 August.	On 13 August 15% of bags will be oversized sports equipment.
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### To address this, Heathrow will:

- Stand up bags on carousels to enable more bags to be loaded. This will also make it easier for passengers to pick up their bags quickly
- Remove some bags from full carousels to a dedicated space nearby, before customs. This will help clear the carousel and hall quicker. It will also prevent luggage transport being held up and delaying other flights
- Control the flow of passengers into the hall to help passengers find bags more easily.

These measures are being planned to avoid long delays. Forecasts show that if nothing was put in place delays of over one hour would develop in T1 and T5. Plans to have dedicated border control lanes are also being developed with UK Border Agency as delays to this process could have a knock on effect to passengers picking up their bags and clearing the baggage halls.

## Departing Bags

We expect up to 35 per cent additional bags on the main departure day of August 13. We have therefore been looking at ways we can modify the baggage system to manage the number of bags we expect on the high volume departure days.

We expect to handle around 203,000 on the peak departure day. This is made up of 171,000 direct regular bags, 17,000 transfer bags and 15,000 oversized bags. The estimated current capacity of all existing direct regular baggage systems is 152,000 bags, which will not handle this demand without modifications.

In order to address this, those athletes and team officials flying out the days after the Closing Ceremony (which are forecast to be the busiest days) will have their bags collected from the Village the day before departure. Bags will then need to be sorted by terminal before being transported to Heathrow in sealed vehicles, where they will be kept before being placed in the baggage system when capacity is available – either on the day or night before departure. We anticipate around 70 per cent of bags being available for pick up at the Village.

Airlines will need to print all passenger flight documents in advance of collecting bags from the Village. LOCOG representatives in the Village will assist National Olympic Committees (NOCs) and National Paralympic Committees (NPCs) to exchange passenger and baggage information with the airline at least two days before departure.

Athletes who then arrive at the Games Terminal and still need to drop bags will do so at a bag drop desk manned by an airline. These bags will then be manually removed and put into vans to the relevant departure terminal. These bags will need to be transported in sealed vehicles and screened on arrival at the terminal of departure using the standard transfer bag process. We will be prepared for 30 per cent (10,400) of bags to be dropped at the Games Terminal.



### Proposed solutions to manage the additional baggage when it arrives at Heathrow are:

- Processing direct bags from the Village on the day or overnight before departure through existing facilities, plus any temporary facilities at Heathrow. Up to 34,000 regular and oversized bags can be handled in this way
- Using the existing transfer baggage handling capacity to process a number of the direct bags. We can do this by using the Games Terminal to take in Village residents' bags and forwarding them to the relevant departure terminal. We'll also provide additional temporary check-in facilities in Terminals 3 and 5 where passengers can be checked in and their bags taken via the transfer system. Up to 16,000 bags can be handled in this way.



## Key Area 6 – Surface Access: Transport

The capacity of forecourts today is sufficient for business as usual but without steps being made to reconfigure the forecourts, reduce wait time and increase flow at Games time then there would be significant congestion for arriving and departing passengers. The biggest challenges are Terminal 1 and Terminal 3 forecourts which have a high use, with significant sections of the forecourts already being used at over 80% of its capacity.

### Get me to the Village

LOCOG will operate a welcome desk in each arrivals hall. Athletes, Paralympic Technical officials and Marketing Partners will be directed to coaches and/or buses on the arrivals forecourt. Media and Olympic technical officials will be directed to the Heathrow Express (HEX).

There will be a minimum 16 coaches and/or buses per hour for arrivals. Dedicated space for the coaches and/or buses is being identified outside each arrivals hall and other services moved accordingly.

The usual taxi stands will be in use outside of the arrivals halls and VIP passengers coming through Heathrow by Invitation, our premium service, will use the cars as usual.

LOCOG will operate an on demand fleet service for Olympic and Paralympic Family in each terminal short stay car park. Eligible Accredited Olympic and Paralympic Family will be escorted or directed to the relevant area in each car park.

BAA and LOCOG will deploy volunteers in the arrivals hall to guide all Games passengers towards their method of onward travel. LOCOG will also have a landside management office at each terminal in either arrivals or departures and will operate staging areas in the north and south of the airport for coaches, buses and fleet vehicles.

### Get me to the Airport

All athletes and team officials based at the main Athletes Village at Stratford on their day of departure will be taken by coach from there to Heathrow on a pre-planned schedule, organised by LOCOG.

Following the Olympic Games all departing buses will go to the Games Terminal while after the Paralympic Games buses will go direct to the main terminals which have more suitable access.

The current estimate for coach numbers to the Games Terminal at peak time is 20 coaches and/or buses per hour. There will be an area for coaches and/or buses to wait near the Games Terminal if there is a back log to avoid congestion on the roads.

Paralympic Technical officials, Marketing Partners and guests will arrive at the main terminals by coach. LOCOG accredited media and Olympic Technical Officials will arrive via the Heathrow Express (HEX) and all others will arrive via HEX, underground, taxi or private car. LOCOG and BAA will provide volunteers to assist with passenger unloading and processing through the departures process.



## Key Area 7 – Team Heathrow Volunteers

We are recruiting 1,000 volunteers from local communities to help spectators find their way, manage fans, and even greet athletes and VIPs. Volunteers – who will have the chance to benefit from a range of London 2012 or Heathrow-related rewards – can sign up at [www.teamheathrow.com](http://www.teamheathrow.com). It is an opportunity to make new friends, contacts and networks, enhance CVs and build skills.

We will have volunteers in the terminals that will be multilingual, on hand to support international passengers that need additional advice. So far we have recruited a mixture of volunteers fluent in over 20 languages. We are looking at how we can best utilise the language skills of the volunteers with the potential for language phone lines and having contacts we can call upon if there is a need for any further specific support.

Volunteers will be meeting and greeting athletes within all terminals. The numbers available will be determined by the number of Games passengers arriving and they will be managed by local volunteer leaders.

For both the Olympic and Paralympic Games, the volunteer welcome service will operate from Monday 9 July 2012 to Sunday 9 September 2012 between 05:30 and 22:30.

On the peak arrivals day there will be more than 350 volunteers on shift during peak hours to assist passengers at different stages of their journey.

On the main departure day there will be over 300 volunteers on shift at any one time in peak hours to assist passengers at different stages of their departure journey. Heathrow trained office staff will also be on hand to support operations.



## Key Area 8 – Communications

Each terminal arrivals hall will have a media zone and media room for working at the airport. During Games time, all media working at the airport will be issued with a pass, enabling them to work freely within the marked media zones in the terminal landside areas. Access will not be permitted without a pass therefore media wishing to work at the airport will need to register at [www.heathrowairport.com/media2012](http://www.heathrowairport.com/media2012) and collect a pass from a terminal media room before working at Heathrow during Games time.

We will provide all media who are registered to work at the airport during the summer of 2012 with access to a package of facilities and services to ensure that they have the best possible experience. There will be dedicated media rooms with access to WiFi to file stories and collect information. Each terminal will also have three to four Media Assistants on hand to assist media with picking up their Heathrow pass and provide them with additional support where needed.

## Other considerations

### Airspace

The restrictions in place for airspace during the Games will not affect Heathrow.

# Games Legacy





We are focused on preparing the airport for the Games but some of the work will support passengers in the future.

- **Team Heathrow Volunteers** – We will work to keep a pool of volunteers who can support the airport at other major events
- **Passengers with reduced mobility (PRM) equipment** – Some of the additions put in place to support the Paralympians may be appropriate to use for PRM passengers in the future
- **Staff** – The skills and expertise staff gain from preparing for London 2012 will be utilised through the airport. We are also recruiting 250 Security staff in part to give us more resilience during this summer
- **Media** – There may be an opportunity to keep some additional media facilities within the airport to support media when they come and work at Heathrow in the future.



**Contact us:**

[www.heathrowairport.com/about-us/host-airport-for-london-2012](http://www.heathrowairport.com/about-us/host-airport-for-london-2012)

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