

Strategic Partner Behavioural Assessment – Bidder Initial Engagement Pack



Heathrow | Procurement

Strategic Partner Behavioural Assessment

- At Heathrow, we are committed to creating a strong culture with the right behaviours
- We want Heathrow to be a great place to work for us and our partners
- How we work together is as important, if not more, than what we do
- Our experience has shown us that if we get the how right, the what takes care of itself
- When we do not behave in the right way, we slow progress and make things difficult for ourselves
- To help us to continue to build this culture for all, we would like all Strategic Partners to undertake a behavioural assessment as part of the procurement process

Why do Behavioural Assessment matter?

Behavioural Assessments provide benefits for both Heathrow and our Strategic Partners

- Sets behavioural expectations and ways of working for all parties from the outset
- Provides insights over and above technical and commercial elements
- Identifies how Heathrow and potential partners can best work together
- Heathrow have a greater understanding of how it can best support its partners
- In-depth feedback helps our partners understand their strengths and what they can do differently when working with Heathrow
- Helps accelerate the mobilisation and overall effectiveness of our major programmes

What behaviours do we ALL need to display?

Collaboration & Communications (Core)	Building effective relationships across teams and ensuring effective communication at all levels.
Openness and Integrity (Core)	Openly sharing information across teams and doing what is right for the greater good.
Accountability (Core)	Taking accountability for your own deliverables and holding others to account for theirs.
Customer-Centric (Core)	Putting the customer at the heart of everything you do and trying to do the best for them.
Organisational Values & Behaviours (Core – Interview Only)	Understanding your organisations values and behaviours and how they align with Heathrow's.
Strategic Approach	Taking a long, term strategic view of what is needed to achieve Heathrow's ambitions
Innovation & Continuous Improvement	Driving innovation and continuous improvement over the duration of the contract.
Managing Risks & Issues	Considering how to manage and mitigate risks and issues, pre-empting and responding effectively
Sustainability & ESG	Driving the Sustainability and ESG agenda across Heathrow to make a better place for everyone

What might you be expected to do as part of a Behavioural Assessment?

Behavioural Interview



- A group interview with five delegates representing the Bidder Team.
- Several Heathrow representatives will ask a range of questions related to the required behaviours.

Behavioural Presentation



- Group presentation with five delegates from Bidder Team.
- The Bidder Team to present on a topic sent in advance and submitted prior to the presentation.
- Followed by an interactive discussion and Q&A

Behavioural Workshop



- Group workshop with five delegates from the Bidder Team and a number of Heathrow Participants.
- A scenario or scenarios to be worked through as a group related to challenges faced at Heathrow.

Why do Behavioural Assessment matter?

- Behavioural Assessments are not a one-way process
- At Heathrow, we will also work hard to demonstrate the right behaviours
- We will seek feedback from you as part of our Relationship Management approach
- It is important that we can support each other to work in the right way