

**Sept 10**

# **Heathrow Airport Ltd Common Infrastructure Policy**

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## **1 INTRODUCTION**

The purpose of this notice is to make all Customers<sup>1</sup> aware of the LHR (London Heathrow) Common Infrastructure Policy for ICT (Information and Communication Technology – Voice and Data networking). This policy replaces in entirety all and any earlier LHR, BAA or HAL policies relating to the same subject matter.

## **2 BACKGROUND**

The concept of the Common Infrastructure Policy for LHR has been developed to address a number of requirements around LHR, which include:

1. The need for HAL (Heathrow Airport Ltd) to provide a commercially and technically attractive choice of infrastructure and services to all Customers in all locations throughout LHR.
2. Minimise any damage caused by any party in/around LHR.
3. Recover costs for any damage caused by any party in/around LHR.
4. Minimise overall energy usage/waste.
5. Combining associated construction work, be it New Build, Refurbishment and or Deep Refurbishment to reduce costs of installation and/or operation thereafter.
6. Simplify the method of Airline relocation and occupancy at commercially competitive prices.
7. For all Customers to meet their Health & Safety and other statutory obligations.
8. Enable HAL and Customers to work together to meet sustainability challenges for the industry at LHR.

## **3 DEFINITIONS**

Definitions used in this policy are detailed in Appendix 1.

Expressions using gender shall include feminine, masculine and neuter and any numeric value shall include singular or plural as the context may require.

## **4 GENERAL PRINCIPLES OF THIS POLICY**

Subject to a customer entering into Commercial Terms, HAL shall provide the common services detailed in this policy and may offer additional services as agreed in a Customers' Commercial Terms, in accordance with this Policy.

Customers may provision for themselves any such services defined within this policy, provided that such provision is conducted at all times in accordance with this Policy.

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<sup>1</sup> See Appendix 1 for definition of terms

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## **5 HAL'S OBLIGATIONS**

HAL has the following obligations:

1. HAL shall provide all Facilities and Passive Infrastructure for all New Builds, Deep Refurbishments and Refurbishments, in or around LHR in a timely manner and to the necessarily required standard in order to permit Customers to promote their business in accordance with the commercial principles detailed below.
2. The extent and capacity of Facilities and Passive Infrastructure for New Build or Deep Refurbishment shall be determined by agreement between HAL and relevant and affected Customers as part of the overall capital programme.
3. The extent and capacity of Facilities and Passive Infrastructure for any other existing area (i.e. other non Deep Refurbished areas) shall be determined by agreement between HAL and affected Customers.
4. HAL shall include at least the affected Airlines and/or as those Airlines reasonably require, their nominated service providers and whenever appropriate the Airline Community and/or when reasonably determined by the Airline Community their nominated service providers in the timely planning of and tendering for LHR's Common Facilities and Common Passive Infrastructure.
5. HAL shall provide all such Facilities and Common Passive Infrastructure in accordance with this Policy and agreed standards with Airlines for Communication Rooms developed from the Comms Rooms Design and Performance Standards Appendix 6.
6. HAL shall comply with the published quality and standards for all elements of ICT infrastructure as provided for under this Policy and appended hereto or such standards that are introduced from time to time by agreement between HAL and the Airline Operators Committee (AOC) by means of the Shared System Board (SSB), or appointed delegates.
7. HAL shall maintain an up-to-date and accurate database showing cable details (including type, size and core count) utilisation and routing for Common Infrastructure, in areas which have undergone either a Deep Refurbishment or New Build project (post 1<sup>st</sup> Jan 2008).

## **6 AIRLINES AND AIRLINE COMMUNITY'S RETAINED RIGHTS**

Any Airline or combination of Airlines, in accordance with Appendix 9 retains rights to:

1. Install, operate and maintain its own Passive Infrastructure in their demised areas,
2. Install, operate and maintain their own Active Infrastructure in their demised areas,
3. Install, operate and maintain their own Active Infrastructure in Shared Communication Rooms in order to supply or provide Airline services in common areas,
4. Nominate 3<sup>rd</sup> party service providers to provide any services for their own business in accordance with this Policy.

## **7 HAL AND CUSTOMER'S RESPONSIBILITIES**

HAL and Customers have a responsibility to:

1. Work pro actively and collaboratively to define the future scope of ICT required for LHR,
  2. Comply with all applicable approvals processes,
  3. Comply with conditions of approval and all applicable airport procedures and policies,
  4. Adhere to all health and safety requirements,
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5. HAL shall administer and adhere to, along with Customers, the Electronic Communications Approval Process (ECAP), appended hereto. (Appendix 2)
6. Airlines will interface with the Terminal Duty Service Manager who will escalate to the Airport Duty Manager to report significant IT incidents, following the Heathrow Crisis Management process, and
7. Comply with the Commercial Terms as may be agreed by the Customer and HAL (or BAA as the case may be).

## **8 COMMERCIAL PRINCIPLES**

The following Commercial Principles shall apply:

1. Common Passive Infrastructure
    - (a) All new Common Passive Infrastructure shall be contracted by HAL using a competitive tender and at least the affected Airlines and/or their nominated service providers or the Airline Community (as appropriate) shall be required to take an active and equal part in the tender process including supplier nomination and selection. HAL will represent 50% and the relevant Airline(s) will represent the remaining 50% of the voting, scoring, nomination process, except where the project is subject to Stakeholder Engagement Boards involving the Airlines and/or their nominated service providers or the Airline Community (as appropriate). Approval of the supplier shall be agreed jointly between HAL and the affected Airlines and/or their nominated service providers or the Airline Community (as appropriate) and in cases where HAL elects to involve other Customers, those Customers, except where the project is subject to Stakeholder Engagement Boards involving the Airlines and/or their nominated service providers or the Airline Community (as appropriate). The formation of these groups will include agreement of terms of reference that shall reflect any OJEU requirements.
    - (b) Airlines and / or their nominated service providers shall only be charged as a proportion of use.
    - (c) Costs shall be agreed inclusive of an agreed approach to depreciation and term.
    - (d) Customers shall only receive and be expected to pay for utilisation of Common Passive Infrastructure whilst they have a commercial tenancy agreement with HAL.
    - (e) HAL shall not impose, or seek to impose, any additional charge or fee on any Customer or their nominated third party Service Provider other than as set out in the Commercial Terms.
    - (f) The Minimum Service Levels for Passive Infrastructure as appended to this policy detailed in Appendix 3, shall apply. Where an Airline requires changed Service Levels, if agreed, these will be provided for under separate commercial agreements and whilst this Policy acknowledges the need for remedies, any such remedies for a breach of Service Levels shall be a matter for those separate commercial agreements.
  2. Active Infrastructure and Services

The Minimum Service Levels for Managed LAN Infrastructure Service as appended to this policy Appendix 4, shall apply. Where an Airline requires changed Service Levels, if agreed, these will be provided for under separate Commercial Terms and whilst this Policy acknowledges the need for remedies, any such remedies for a breach of Service Levels shall be a matter for those separate Commercial Terms.
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### 3. ECAP

ECAP shall be provided in accordance with the ECAP Process detailed in Appendix 2. Charges for the process shall be determined by the Non Regulated Charges Group or its appointed representative, but in any event shall only ever be on a cost / cost pass through basis.

## 9 WIRELESS NETWORKS

HAL shall provide a Common Wireless Local Area Network (WLAN) for LHR in common use areas.

1. Customers and Service Providers may use existing approved WLANs for the remainder of their current agreement. Any extensions to agreements shall be discussed on a case by case basis.
2. Customers may only install new WLANs in demised areas when approved or Self-Certified in accordance with ECAP (Electronic Communications Approvals Process) Appendix 2.
3. Airlines may request to install/operate a WLAN in common use areas where the business and/or operation (of the Airline) requires it and HAL can foresee no rationale to deploy the Common WLAN and will not unreasonably withhold consent.
4. The Minimum Service Levels for Managed WLAN Service as detailed in Appendix 5, shall be applicable to the contracted use of WLAN services and will be provided under separate Commercial Terms. Where an Airline requires changed Service Levels, if agreed, these will be provided for under separate Commercial Terms and whilst this Policy acknowledges the need for remedies, any such remedies for a breach of Service Levels shall be a matter for those separate Commercial Terms.
5. All Other Licence exempt Wireless Networks will follow the full ECAP process, Radio Frequency element detailed in Appendix 2.

## 10 SERVICE DEFINITIONS AND SERVICE LEVELS (SLA'S)

For each service provided the relevant Minimum Service Level shall apply in accordance with the Commercial Terms for those services. This Policy recognises the standard Minimum Service Levels for the following:

1. Managed Common Passive Infrastructure Service – Appendix 3
2. Managed LAN Infrastructure Service – Appendix 4
3. Managed Wireless LAN Infrastructure Service – Appendix 5

## 11 SUSTAINABILITY

HAL and the Airline Community will work collaboratively to meet or exceed the sustainability challenges facing the industry. Nominated experts shall develop and deploy a process to ensure Airlines and HAL comply with their legal obligations to environmental issues.

## 12 GOVERNANCE

The joint senior-level IT Governance Board comprising senior level AOC and HAL members will oversee this policy and other strategic issues that affect the Airline Community and HAL or the jointly agreed working group appointed by this body E.G IT Working Group.

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