

AIRSIDE OPERATIONS			
Role	Name	Telephone Number	Email
Head of Airside Operations	Trevor Waldock	07525 910730	Trevor.Waldock@heathrow.com
Airfield Operations Manager	Mike McKee	07768 600847	Michael.mckee@heathrow.com
Airfield Duty Manager	Duty AfDM	07771 838052	
Senior Airside Officers	Duty SAO	0208 745 6459	
Airside Standards & Assurance Manager	Michael Goacher	07884 476823	Michael.goacher@heathrow.com
Safety Investigation Manager	Alex Bailey	07849 627094	Alex.bailey@heathrow.com
Safety Improvement Manager	Sophie Mustill	07958 055191	Sophie.mustill@heathrow.com
Lead Licence Manager	Saba Sehgal	07864 801288	Saba.sehgal@heathrow.com
Ground Handling Manager	Nigel Wise	07541 760766	Nigel.wise@heathrow.com
Aerodrome Compliance Manager	Lisa Allen	07730 148369	Lisa.allen@heathrow.com
Aerodrome Procedures Manager	Devan Pillai		Devan.pillai@heathrow.com
OPERATIONAL PLANNING			
Head of Operational Capacity & Planning	Huneljot Grewal	07809 237902	Huneljot.grewal@heathrow.com
Capacity Planning Lead	Lucy Hodgson	07917 598318	Lucy.hodgson@heathrow.com
Tactical Planning Manager	Ben Barton	07715 239611	Ben.barton@heathrow.com
Capacity Concept Lead	Andrew Shield	07747 179272	Andrew.shield@heathrow.com
Head of Performance	Ben Brewer	07595 436876	Ben.brewer@heathrow.com
Performance & Insights Manager	Matt Brittain	07894 806629	Matt.brittain@heathrow.com
SECURITY			
Head of Security	Richard Thompson	07713 075128	Richard.thompson@heathrow.com
Security Operations Lead – Campus Security	Kieran Tedman	07902 708041	Kieran.tedman@heathrow.com
Duty Campus Security Operations Manager	ALPHA 1 (24/7)	07836 380369	CSOM@heathrow.com
Campus Security Control Room	ALPHA BASE (24/7)	0208 745 6026	Campusecuritycontrolroom@heathrow.com
Security Operations Lead – Operational Delivery	Thomas Emery	07710 845690	Thomas.emery@heathrow.com
Security Operations Lead – Third Party	Nicola Dumbleton	07885 828829	Nicola.dumbleton@heathrow.com
BAGGAGE OPERATIONS			
Head of Baggage Operations	Stefano Villaverde	07808 115882	Stefano.villaverde@heathrow.com
Terminal Business Baggage Operations Manager	Nina Thornhill	07841 497070	Nina.thornhill@heathrow.com
Terminal Business Baggage Operations Manager	Ben Lucas	07834 807465	Ben.lucas@heathrow.com
Terminal Business Baggage Operations Manager	Scott Mannagh	07725 900599	Scott.mannagh@heathrow.com
Terminal Business Baggage Operations Manager	Duncan Byers	07808 116495	Duncan.byers@heathrow.com