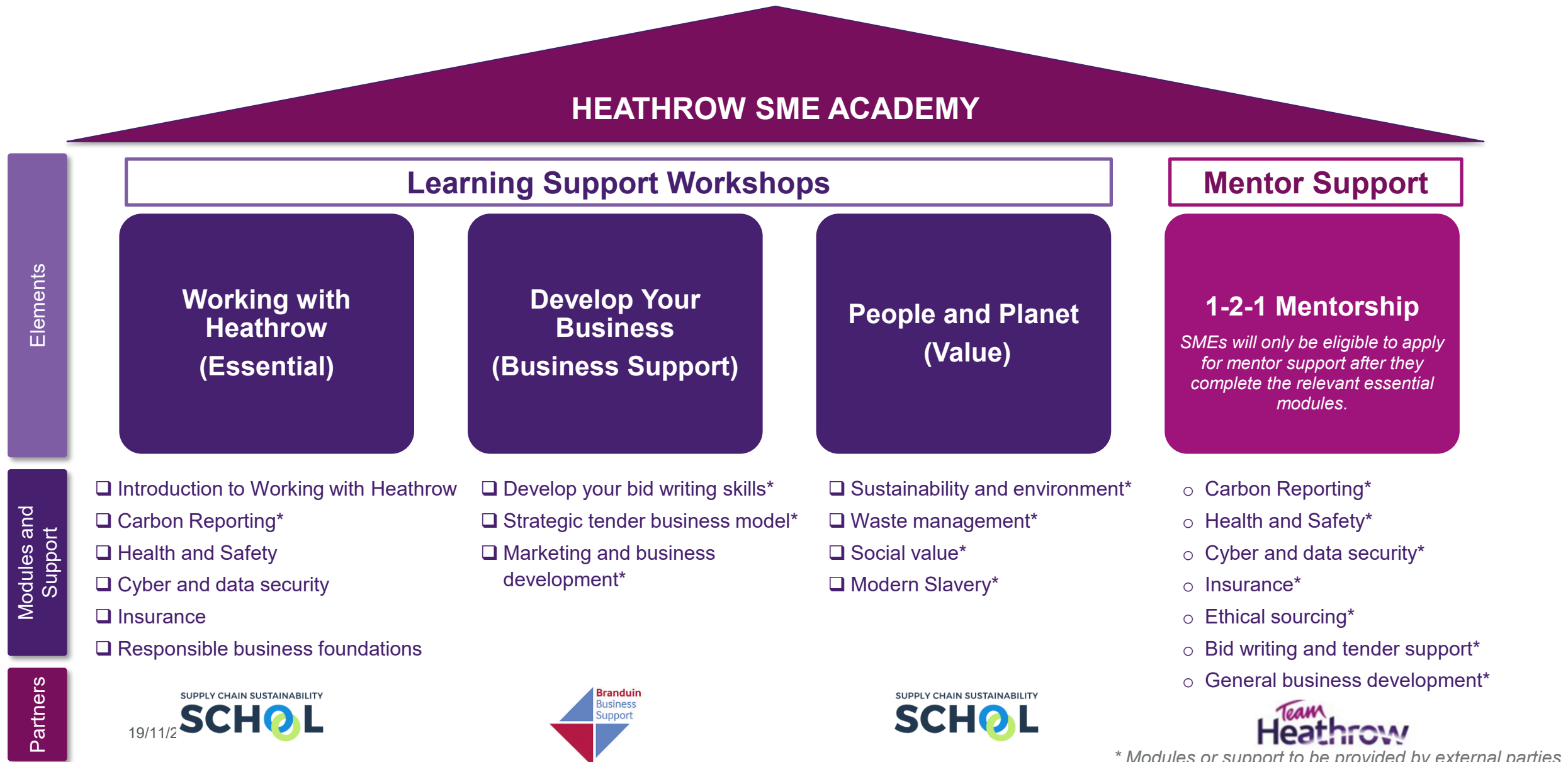


WELCOME TO HEATHROW SME ACADEMY

END-TO-END SUPPLIER JOURNEY WORKSHOP



HEATHROW SME ACADEMY STRUCTURE



HOW IT WORKS

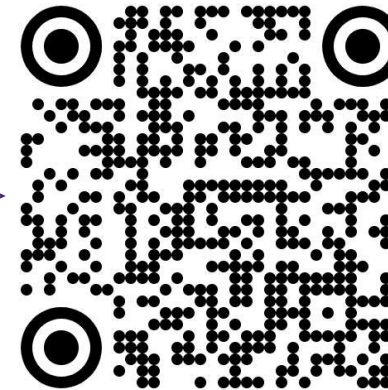
Learning Support Workshops

Open to newly onboarded or new SMEs in relevant areas



Working with Heathrow (Essential)

Scan HERE to register your interest



Open to any new SMEs in relevant areas or existing SMEs in Heathrow's supply chain



Develop Your Business



People and Planet

1-2-1 Mentorship



SMEs will only be eligible to apply for mentor support after they complete the relevant essential modules.

WORKING WITH HEATHROW

END-TO-END SUPPLIER JOURNEY



Ross James
Supply Chain Manager
Heathrow



CONTENTS

- Introducing Heathrow
- Supplier Overview
- End-to-End Supplier Journey - Market Opportunity to Tendering
- Finding Information and Accessing Opportunities



MAKING EVERY JOURNEY BETTER

Introducing Heathrow

Heathrow is the UK's international gateway, the largest airport in Europe and the most connected megahub in the world – connecting to over 230 destinations in nearly 90 countries. The airport welcomes over 82 million passengers a year and serves as Britain's hub for tourism, investment and trade – with over 26% of the UK's exports (by value) going through Heathrow. With over 90,000 working at Heathrow, the airport is also a hub for employment as the UK's largest single-site employer.

There's no place like Heathrow and together we will create an extraordinary airport, fit for the future.

OVER **82M**
Passengers a year



Serving
over
80 airlines



1.5M Tonnes
Enabling carriage of over
1.5 million tonnes
of cargo a year



450,000+
Flights per year

340+ 
retail food and beverage units

 **Largest**
Port by value

40
million



Bags handled
per year

90,000 Team
Heathrow
colleagues



UK's largest
single-site employer

Best
connected
airport



In the world*



4th Busiest Airport In the World**



**Largest private
water network
in Europe**

 **900**
lifts, escalators, moving walkways

230+ 
Destinations

OVER **1,600**
active suppliers



*OAG named Heathrow as the most connected airport in the world in 2023. **ACI named Heathrow as fourth busiest airport in the world in 2023

Heathrow

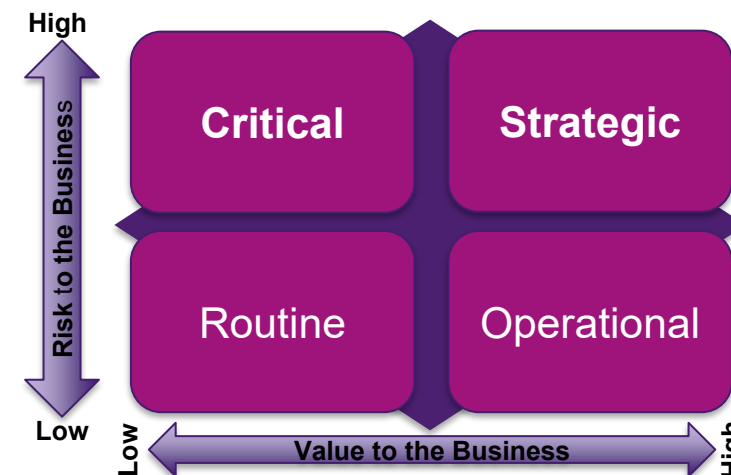


SUPPLIER OVERVIEW

At Heathrow we have over **1,200 suppliers** and spend over **£1.5 bn/ year**. Suppliers provide various products and services:

- **Heath, Safety and Wellbeing** – Workplace health services
- **Technology** – Key IT infrastructure and services
- **Infrastructure** – Various important construction projects
- **Engineering and Baggage** – Baggage systems
- **Operations** – Air traffic control
- **Services** – Passenger related services
- **Security** – Security keeping our passengers and everyone safe.

We segment our suppliers into 4 categories.





PROCUREMENT TEAM



Infrastructure



Technology & Corporate
Services



Operations



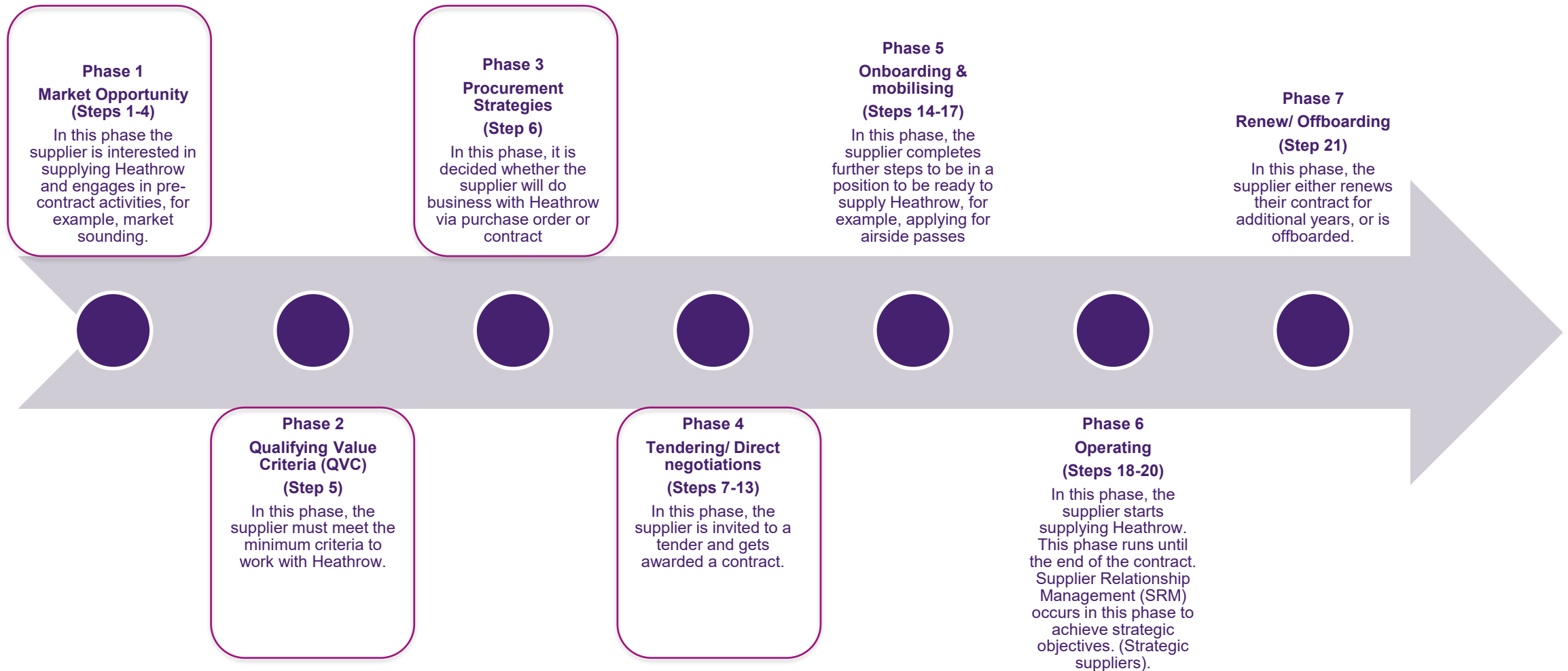
Portfolio & Supplier
Management



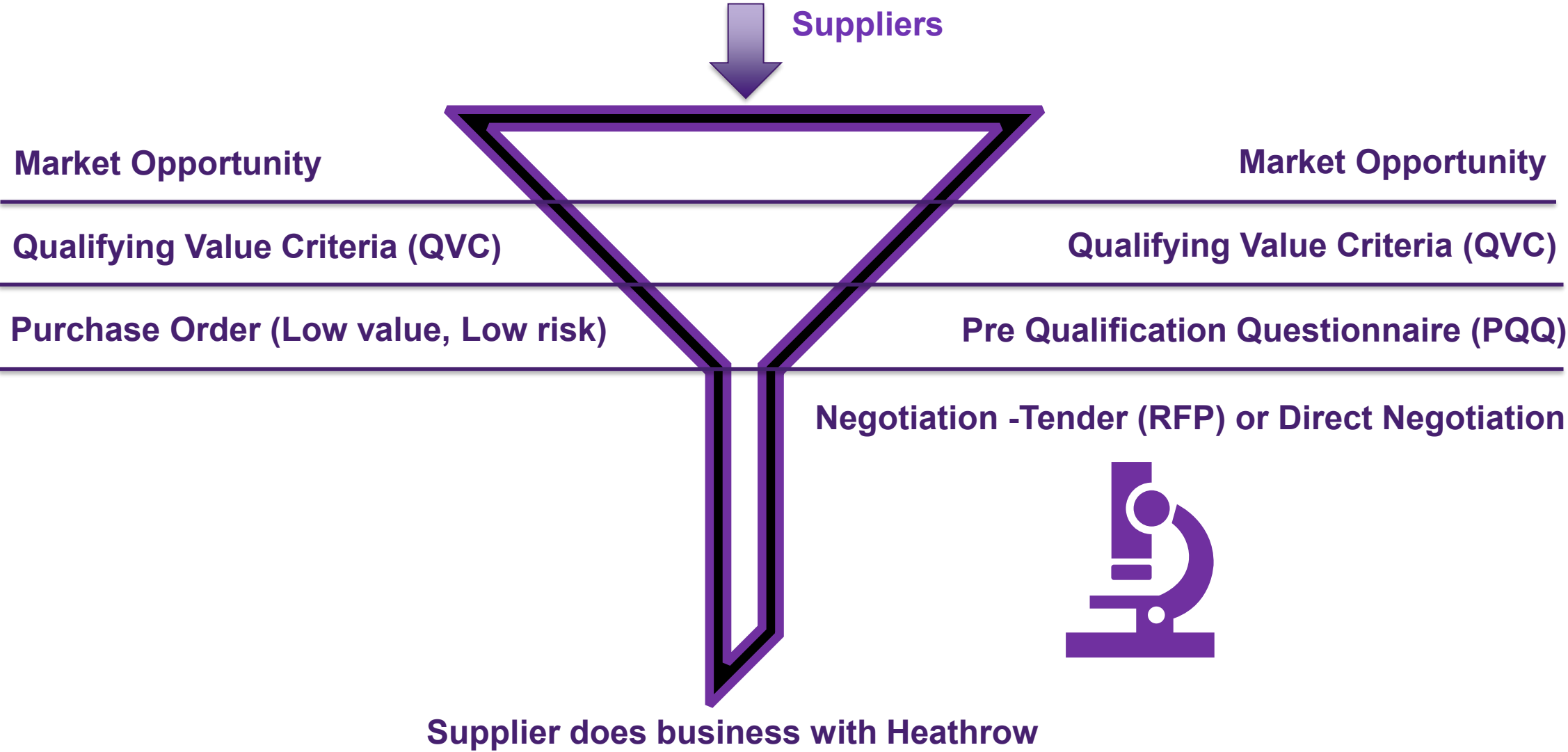
Long Term Growth

Heathrow

END-TO-END SUPPLIER JOURNEY



SUPPLIER JOURNEY FUNNEL



PHASE 1 – MARKET OPPORTUNITY

In this phase suppliers are interested in supplying Heathrow and engage in pre-contract activities, for example, market sounding.

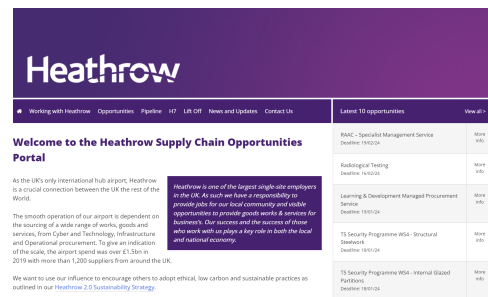
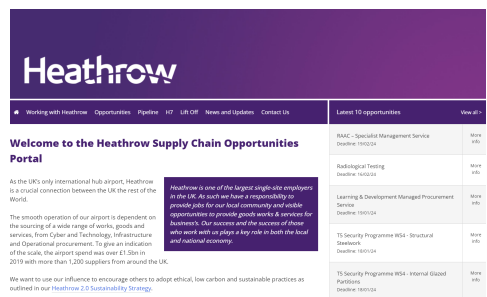
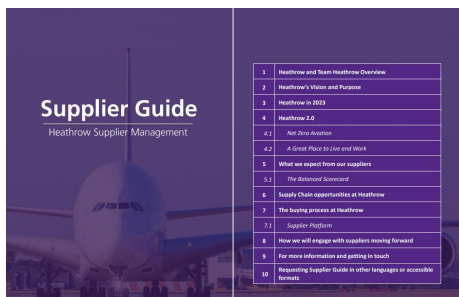


1) Supplier visits Doing Business Website

2) Supplier downloads Supplier Guide & reviews

3) Supplier registers on CompeteFor

4)Supplier applies for opportunity on CompeteFor

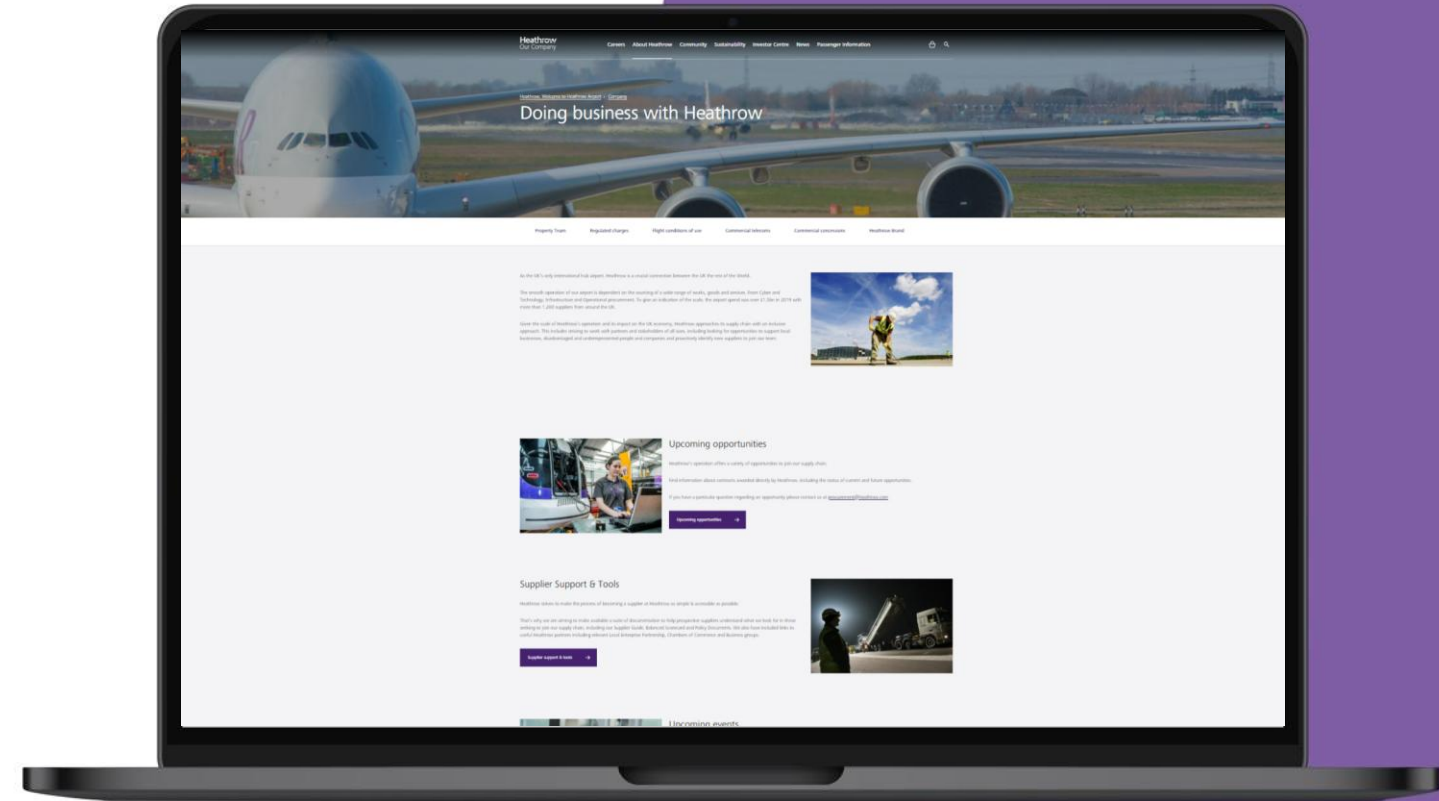


DOING BUSINESS WEBSITE

The Doing Business website gives an overview of Heathrow Airport's procurement process, examples of our policies, provides support, tools and event information.

- Supplier guide
- Qualifying Value Criteria (QVC) information
- Purchase order T's & C's
- Policies
- Upcoming events
- Upcoming opportunity process
- Contact us information

[Website: Doing Business with Heathrow](#)



SUPPLIER GUIDE

The Supplier guide provides an overview of Heathrow's values, our expectations of prospective suppliers and our sustainability approach for suppliers - Balanced Scorecard.

- Information for potential suppliers contained within the guide that helps to understand Heathrow and its procurement.
- Heathrow and Team Heathrow Overview.
- Heathrow's Vision and Purpose.
- Heathrow Sustainability Strategy.
- Balanced Scorecard.
- Procurement Information.

[Website: Supplier Guide](#)



Heathrow's vision is to be an extraordinary airport, fit for the future.

Achieving this goal hinges on our unity as one airport team - Team Heathrow, acting with behaviour that reflects our values. Our values are a common set of qualities describing the culture we want to experience at Heathrow.

Through these values we will strive for excellence, champion and respect the diversity and talent of our people, care for one another and make every journey better.

VALUES



Keeping Everyone Safe

Caring for ourselves and one another, so that we feel safe, secure and well and empowered to speak up, across all settings and activities. We notice and care and act with consideration for others, ourselves, Heathrow and the community.



Doing the Right Thing

Doing the Right Thing means acting with integrity and thought for others, ourselves and Heathrow. It means living the values in everything we do and underpins all our actions, decisions and interactions.



Working Together

Working together constructively to achieve a common goal.



Treating Everyone with Respect

In every Heathrow interaction, people are valued, respected, included and treated fairly.



Giving Excellent Service

Giving Excellent Service is about our ambition to lead, to be our best and give our best. It means living our Service Signatures in every interaction - with colleagues, customers and partners.



Improving Everyday

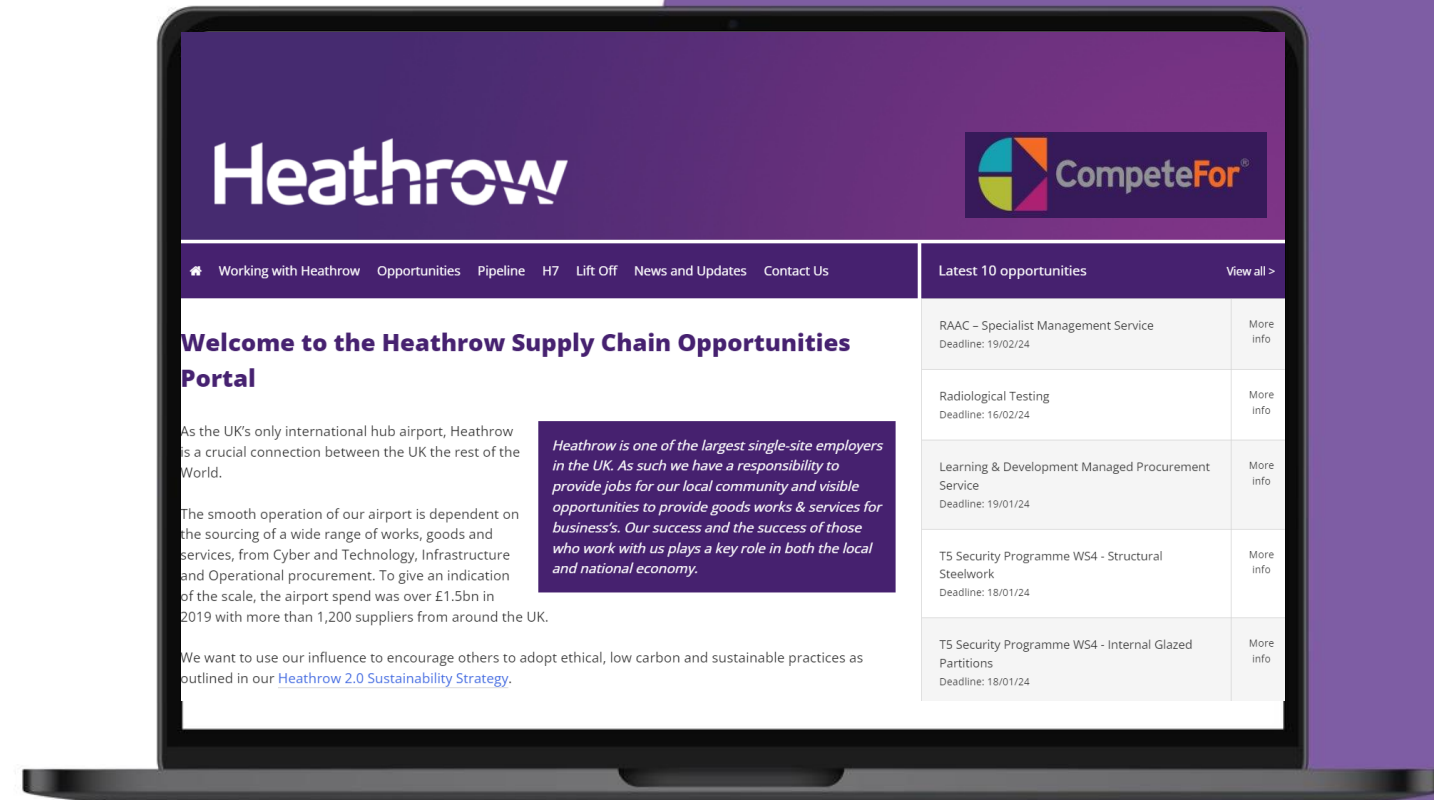
Being ambitious and always striving for the best, with the right tools and mindset to succeed.

COMPETEFOR OVERVIEW

CompeteFor is a dedicated platform used by Heathrow and its strategic suppliers to share appropriate procurement opportunities

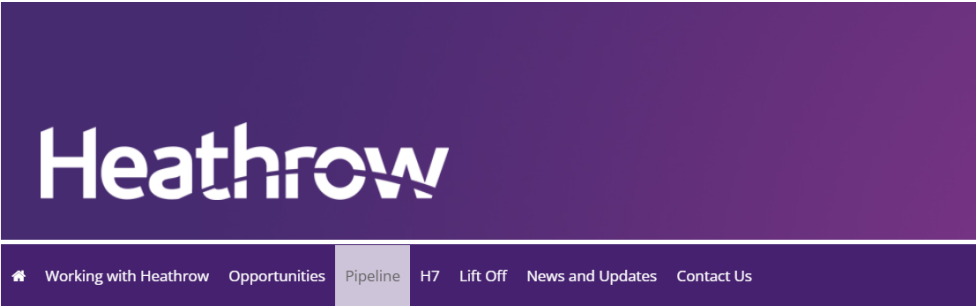
- Platform launched in Dec 2022
- Pre-tender market sounding opportunities for suppliers to apply for.
- Opportunities are registered by Heathrow and Strategic Supplier Partners.
- Opportunities and relevant procurement information is displayed on Heathrow's dedicated microsite.
- Not a tendering system – this is done through Heathrow's Oracle system called 'Theo'.
- **CompeteFor have a stand at the Heathrow Business Summit – visit them today and register on the platform**

Website: www.competefor.com/heathrow



COMPETEFOR PIPELINE & OPPORTUNITIES PAGES

- The pipeline provides a guide to what procurement opportunities have taken or will take place.
- Live opportunities are posted onto CompeteFor when we are ready & you can then apply.

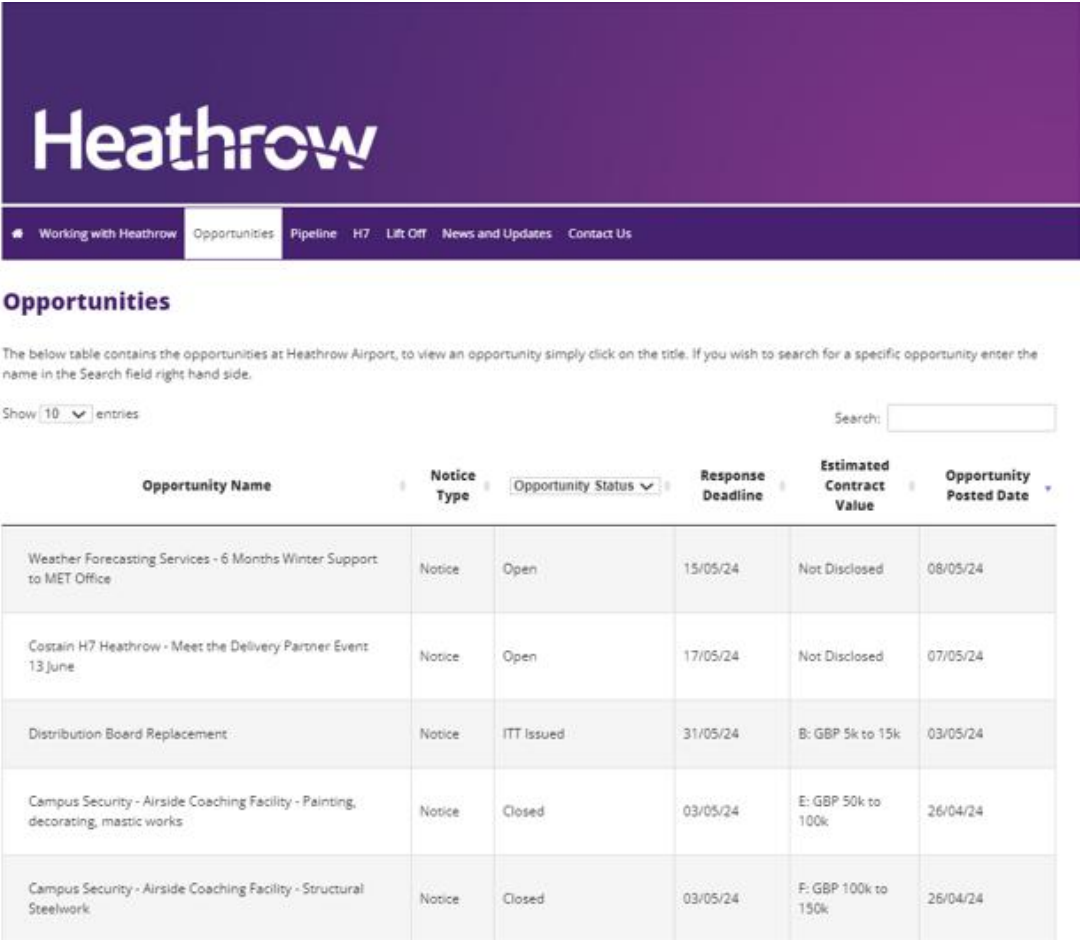


Pipeline

Forthcoming Opportunities

Opportunity Name	Approx. Value	Opportunity Posted Date
6 Months Winter Support to MET Office	£30k per annum	Q2 2024
Colleague Travel Management Tender	£1m – £2.5m	Q2 2024
Lift Off – Third Event, 2024	TBC	Q2 2024
Facilities Management (Hard and Soft Services)	£80m	Q3 2024
Lift Off – Fourth Event, 2024	TBC	Q4 2024
Uniforms	£500k – £2m	Q4 2024
PPE	£250k – £1.5m	Q4 2024
Environmental Services	£2.3m	Q4 2024
Rough Sleepers & Security presence	TBC	Q1 2025
HVIP Scent	£15k per annum	Q1 2025

<https://www.competefor.com/heathrow/pipeline/>



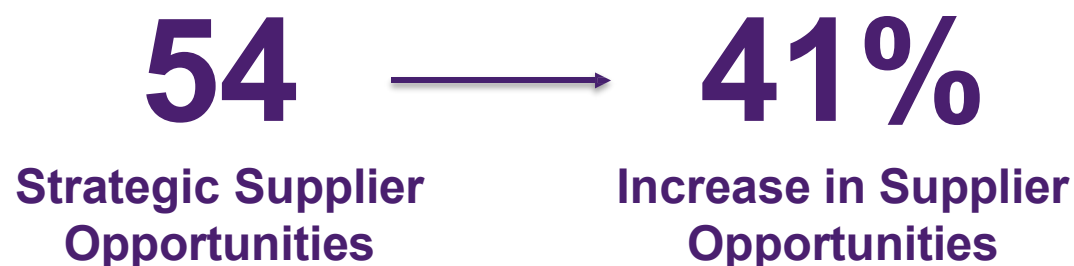
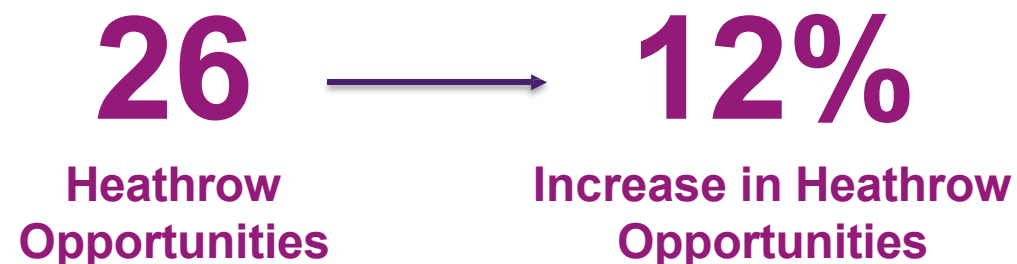
<https://www.competefor.com/heathrow/opportunities/>

COMPETEFOR



COMPETEFOR ACHIEVEMENTS - 2024

In 2024 we saw a large improvement in the use of CompeteFor. We are aiming to surpass this in 2025.



SUPPLIERS CURRENTLY USING COMPETEFOR

In addition to Heathrow, the following suppliers are using CompeteFor to post Heathrow related opportunities.

The logo for ferrovial, featuring the word "ferrovial" in a bold, lowercase, yellow sans-serif font.

COMPETEFOR - HEATHROW

We are finding various companies for our opportunities through the CompeteFor platform



COMPETEFOR AND THE PROCUREMENT PROCESS



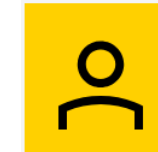
1) Register with CompeteFor

CompeteFor is the platform where you will access Heathrow's supply chain contract opportunities. If you are new to the site, you will need to register.



2) Login to CompeteFor

When you're ready, log in and access Heathrow's Supply Chain opportunities.



3) Short Listed for a tender

If your business has been short-listed for a tender, you will need to complete the Qualifying Value Criteria (QVC) stage before participating. Our procurement team will contact you to complete this stage of the process.

Additional Information

- **Free to register and apply** for opportunities on CompeteFor <https://www.competefor.com/>
- Register by visiting the CompeteFor website & clicking 'Register'.
- Complete the questionnaire.
- Once registered on CompeteFor, Supplier needs to ensure that they set up their business profile.
- Set up e-mail alert to receive alerts concerning Heathrow opportunities.
- Help registering can be found: <https://www.competefor.com/help-2/> and help@competefor.com

PHASE 2 – QUALIFYING VALUE CRITERIA (QVC)



PHASE 2 – QUALIFYING VALUE CRITERIA (QVC)

Completing QVC is simple and straightforward. As a supplier, you will receive a registration link to our Oracle system (Theo) via e-mail from one of our procurement team.



1) Complete the QVC questionnaire



2) Procurement assess your responses



3) Pass / Decline Determination



4) Information feeds into Academy learning

- We recognise suppliers may not meet all criteria initially. ‘Discretionary Passes’ show your commitment to achieving full compliance, with our support.
- The QVC process links to our SME Academy, helping us identify where support is needed.
- QVC-approved suppliers (prospect suppliers) are open to Heathrow opportunities such as tenders and direct negotiations, they can also become ‘spend authorised’, allowing us to issue purchase orders.
- To fully understand QVC, suppliers need to download and review:

- **QVC Guide**
- **Heathrow Partnering with Value**
- **Supplier Registration Guidance**

PHASE 3 – PROCUREMENT STRATEGIES

In this phase, we decide internally how we will do business for the product or service we need. either through a purchase order or contract.

Contract

- Higher risk – we need a contract in place where there is more risk associated with the products and service. For example, large construction projects.
- Contracts contain additional important information that we've agreed on, for example, insurance provisions – driving airside or Intellectual property.
- We have a selection of contracts, depending on the scenario, from individual contracts to framework contracts with work packages.
- We now also have an SME contract for specific services, e.g. photography
- Value – larger pieces of work over £350k require contracts rather than purchase orders.

Purchase Order

- Normally lower value – up to £350k
- Low risk



Terms and conditions

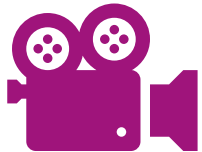
- As the supplier, it's your responsibility to ensure you're fully satisfied with the contract or purchase order terms and conditions. If you have any questions about specific clauses or the terms and conditions, we're happy to explain them.

SME MARKETPLACE

SME Marketplace is Heathrow's new fast-track procurement process for low-complexity products, services and minor works.

Key features:

- All SME suppliers within the same marketplace shall be on a **unified Framework Agreement**
- SME Framework designed with SMEs in mind
- SME suppliers **bid** for work through a competitive quote reducing transaction time, cost and to continue **competition** throughout the duration of the contract term.



Photographic services are procured via SME Framework

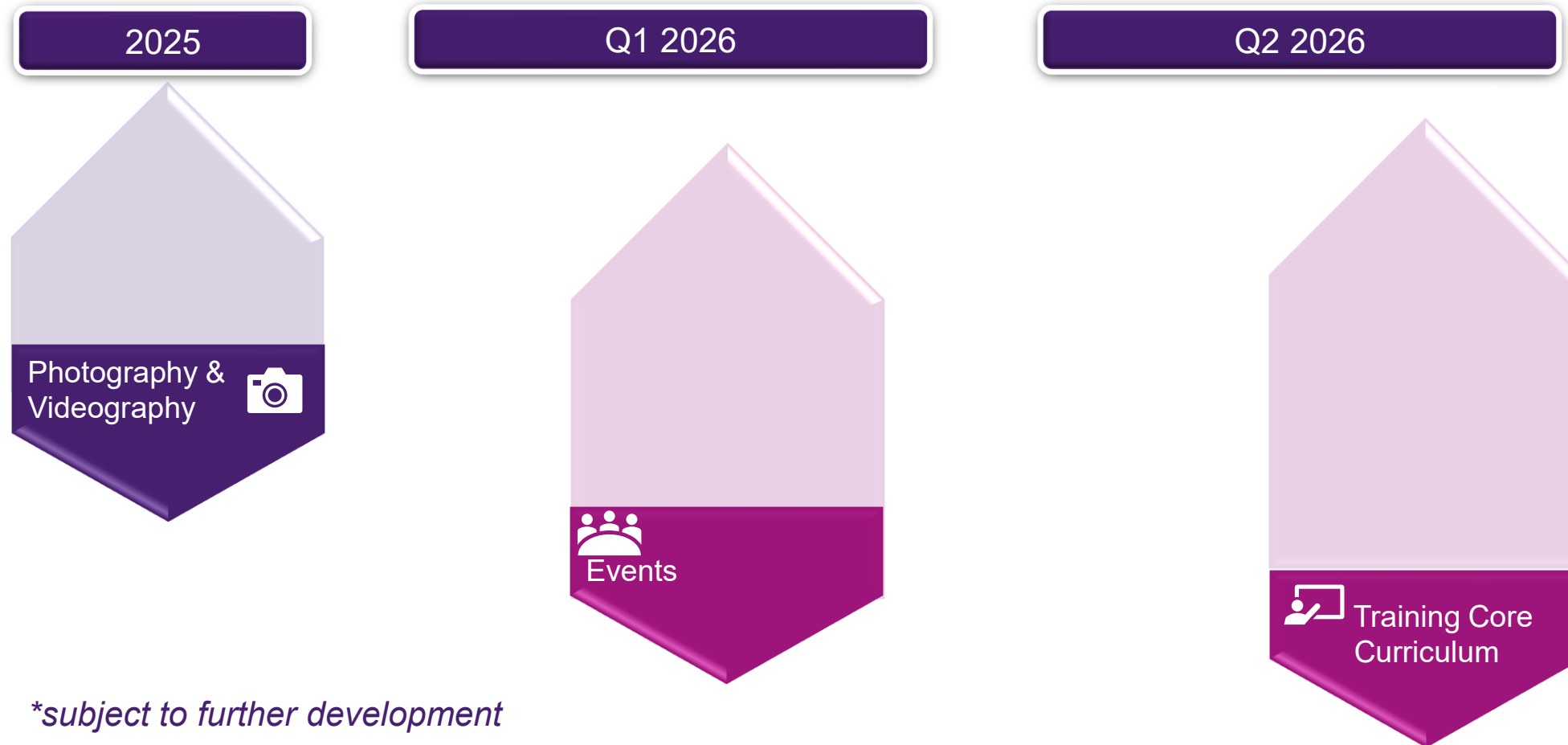
Benefits for Suppliers

- Time-saving - faster sourcing process
- Opportunity to join an approved suppliers list
- More chances to bid for work
- Easy-to-use templates
- Standardised and consistent processes

Benefits for Heathrow

- Fast and efficient
- Value for money
- Visible opportunities
- Fair competition
- Enables data driven category management

SME MARKETPLACE TIMELINE



**subject to further development*

PHASE 4 – TENDERING

Heathrow has reimagined its approach to tendering, focusing on partnership and value across our beacons and core values. In September 2025 we launched the new process.

Assessed Areas

Health, safety & Wellbeing

Finance, tax and insurance

Quality Management

Business Continuity

Data & Cyber

Sustainability

Contractual

Innovation

Performance

Technical

Commercial

PQQ

- This stage helps us narrow down a large pool of suppliers to a more focused shortlist for the RFP stage. The emphasis here is on compliance rather than product or performance, and the step may be omitted altogether if it's not required.

RFP

- We are looking for an extraordinary supplier, one that goes beyond just delivering on time, within budget and to the right quality. All the areas shown to the left are equally important and play a vital role in building a partnership that truly delivers value.

Behavioural

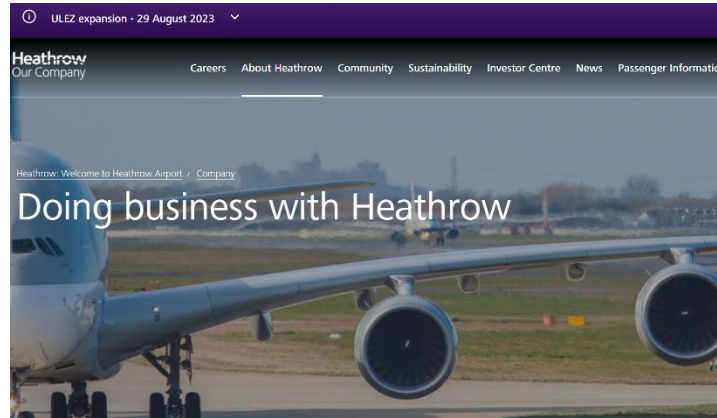
- At this stage, you may be invited to take part in a behavioural interview, workshop or presentation. This is an opportunity for both your organisation and Heathrow to explore how we can collaborate effectively and build a strong working relationship.

Award

- Heathrow is seeking to work with valued partners—organisations that share our values and are committed to building something meaningful together. If your organisation aligns with this approach, you will be awarded the tender at this stage, with contract signing taking place ahead of mobilisation.

FINDING INFORMATION & ACCESSING OPPORTUNITIES

DOING BUSINESS WITH HEATHROW



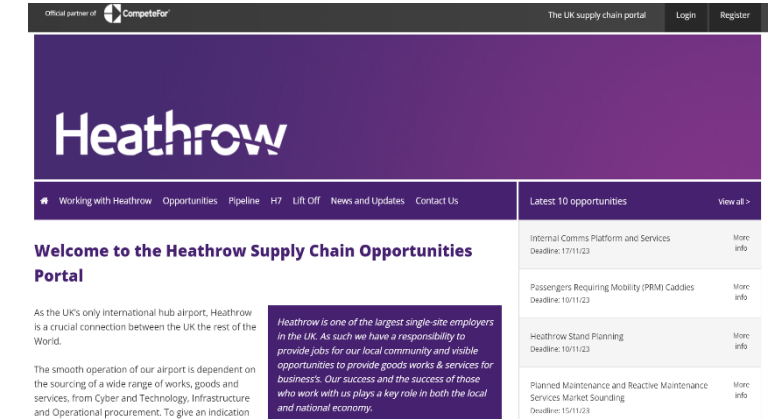
<https://www.heathrow.com/company/doing-business-with-heathrow>

SUPPLIER GUIDE & QUALIFYING VALUE CRITERIA (QVC)



<https://www.heathrow.com/company/doing-business-with-heathrow/supplier-support-and-tools>

COMPETEFOR



<https://www.competefor.com/heathrow/>

If you have any questions, please email sme-engagement@heathrow.com

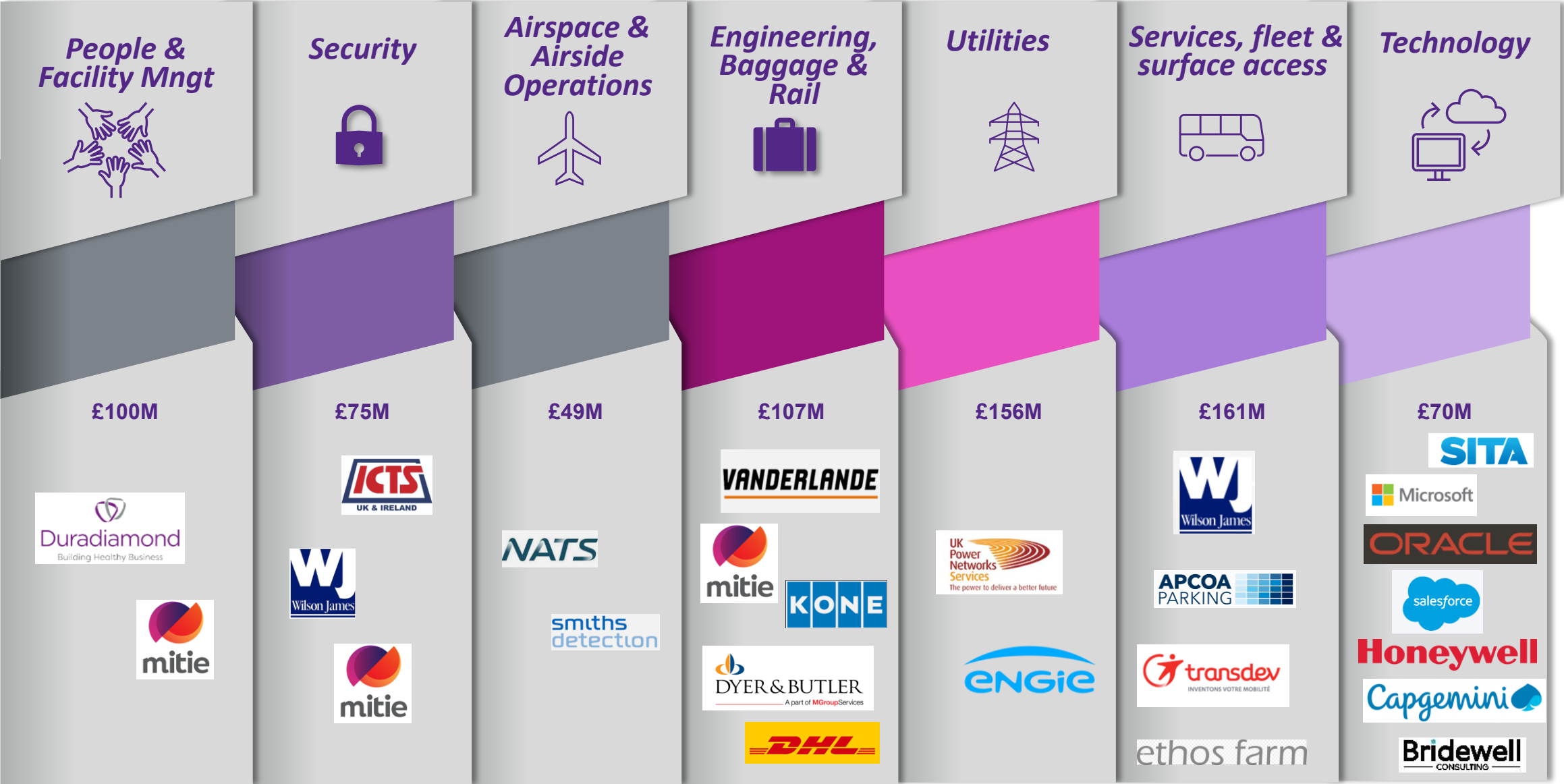
A SUPPLIER ECOSYSTEM SUPPORTS THE DELIVERY OF OUR PROGRAMMES

	Advisor Ecosystem	Advisor Ecosystem	Advisor Ecosystem	Advisor Ecosystem	Advisor Ecosystem	Advisor Ecosystem
Lead Designer/ Integrator:	M M MOTT MACDONALD £12.5M	AtkinsRéalis Jacobs £313M	AECOM £51.5M	AtkinsRéalis £113M	Alchemmy £28M	ARUP £30M
	Carbon 	AM+C 	T2 Baggage 	Security 	Efficient Airport 	Commercial 
MPP(s)/ ARP(s):	Net Zero Partner (in tender)	ferrovial VolkerFitzpatrick COSTAIN mace	COSTAIN BEUMERGROUPE	mace smiths detection Rapiscan systems ROHDE&SCHWARZ Ceia	VolkerFitzpatrick Various Partners for delivery based on either "best athlete" or mini competitions	ferrovial COSTAIN mace Various Partners for delivery based on either "best athlete" or mini competitions
Capital Partner(s):	Various Partners for delivery based on either "best athlete" or mini competitions				Various Partners for delivery based on either "best athlete" or mini competitions	Various Partners for delivery based on either "best athlete" or mini competitions
ICS Partner(s):	AtkinsRéalis FUJITSU / TBC	AtkinsRéalis FUJITSU	AtkinsRéalis FUJITSU	AtkinsRéalis	AtkinsRéalis FUJITSU / TBC	AtkinsRéalis FUJITSU / TBC
Technology Partner(s):	Capgemini Bridewell CONSULTING AtkinsRéalis tcs SITA VANDERLANDE FUJITSU Azure + others	Capgemini Bridewell CONSULTING AtkinsRéalis tcs SITA VANDERLANDE FUJITSU + others	VANDERLANDE Capgemini SITA	Capgemini AtkinsRéalis SITA + others	Capgemini Bridewell CONSULTING AtkinsRéalis tcs SITA VANDERLANDE FUJITSU + others	Sapiient salesforce Capgemini redcentric Azure brightgen

ICS = Information & Communication Systems. The separate Minor works to be undertaken by the Atkins Minor Works team as required within the Programme(s).
 Values are headline numbers related to key supplier programme activity in 2024. In 2025 spend will increase alongside programme maturity.

OUR BUSINESS IS SUPPORTED BY A RANGE OF OPERATIONAL STRATEGIC SUPPLIERS

Classification: Internal



* Values are headline numbers related to key supplier activity in 2024



Procurement Workshops

3:00pm – 4:00pm

Workshop 1: Infrastructure
(Shakespeare 1)

Workshop 3: Operations
(Brunel 2)

Workshop 2: Corporate Services
(Brunel 1)

Workshop 4: Technology
(Brunel 3)