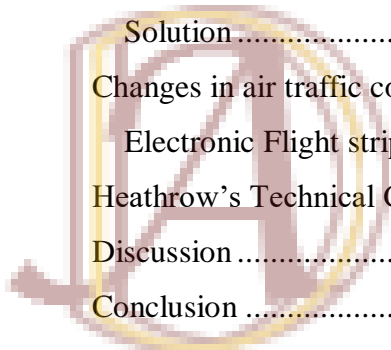


Construction and Engineering of Heathrow Airport



Table of Contents

Background and History	3
Physical Layout	5
Runway	7
Control pose terminal area	7
All Runways	8
Air control Area.....	8
Tower Services	8
Engineering Service.....	9
Changes in air traffic control of Heathrow Airport.....	10
Electronic Flight strip system.....	11
Heathrow Airport.....	12
Problems.....	14
Solution.....	14
Changes in air traffic control of Heathrow Airport.....	15
Electronic Flight strip system.....	15
Heathrow's Technical Challenge	16
Discussion	17
Conclusion	19
References:.....	21



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Background and History

In 1930, Richard Fairey, a British aeronautical engineer and aircraft manufacturer, paid Reverend Harmonds worth £ 15,000 for 150 hectares of land to build a private airport to assemble and test aircraft (Su and Deng, 2019). Fairey Great Western Airport is the modest forerunner of Heathrow, the busiest international airport globally, with a lawn and several hastily built buildings (Guo, Grushka-Cockayne and De Reyck, 2020). During World War II, the government confiscated land in and around the former Heath Row Farm Village, including the Fairways at Great-West Airport, to build a military base in the Far East, RAF Heston. The RAF tower was built, and the "David Star" runway was built, the longest of which was 3000 meters long and 100 meters wide (Su and Deng, 2019).

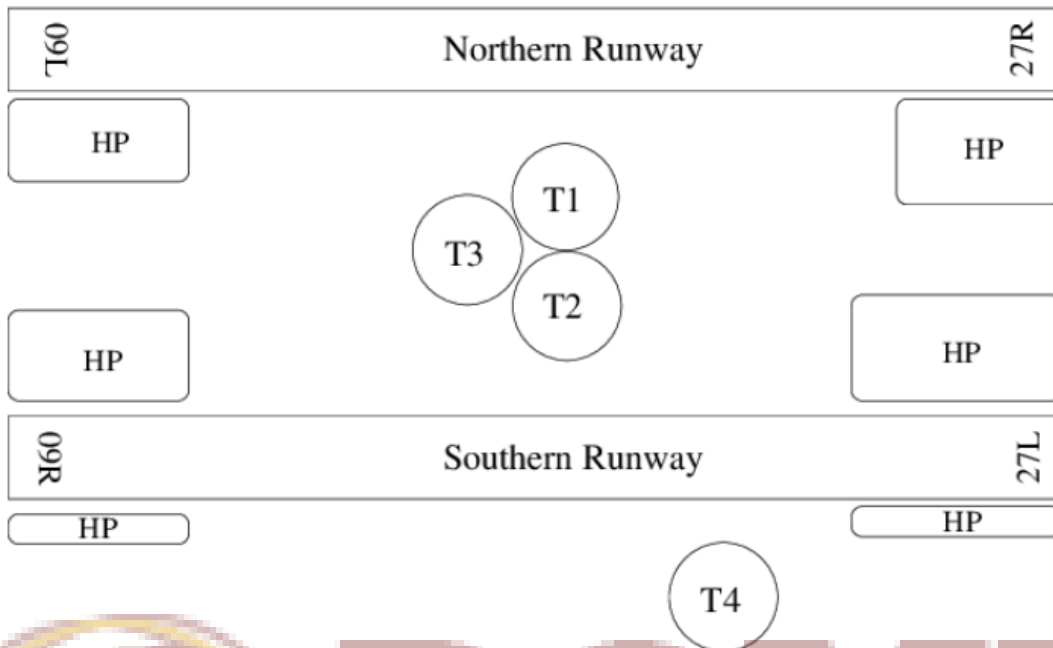
In 1944, the demolition of Heath Row and the cleaning of the runway began. However, by the end of the war, the Air Force was no longer needed at another airport and was officially handed over to the Department of Civil Aviation on January 1 1946, as a new civilian airport. London. The first plane to take off from Heathrow was a modified Lancaster bomber named Starlight on its way to Buenos Aires (Mobolaji, Földes and Csiszár, 2021). The old military hangar was the first passenger station and formed a camping village on Bath Road. The terminal is original but comfortable, with armchairs with floral motifs, benches and small tables with flower vases. To reach the planes on the asphalt, passengers walked on wooden tables to protect their shoes from the airport mud (Su and Deng, 2019). There is no heat in the tent, which means it can cool in winter, but in summer, when the sun is shining, the tent walls are pulled back to let the cool wind blow.

Sixty-three thousand passengers had passed through the new London airport by the end of Heathrow's first year. By 1951, the number had grown to 796,000, and British architect

Frederick Gibberd was assigned to the airport's permanent construction project (Hughes-Gerber, 2021). He planned to create a central area accessible through a "road grave" located under the original main road. The centrepiece of Gibberd's design is the 122-foot-tall control tower (Guo, Grushka-Cockayne and De Reyck, 2020). In 1969, Terminal 1 was opened, with the arrival of five million passengers each year at the airport, while the Boeing 707, VC10 and Tridents carried Heathrow passengers back and forth. The 1970s were a decade when the world became smaller with wide-body jets such as the Concorde and Boeing 747 (Su and Deng, 2019). At the end of the decade, 27 million passengers use Heathrow each year. Demand for flights also generated demand for another terminal, Terminal 4, opened in 1986.

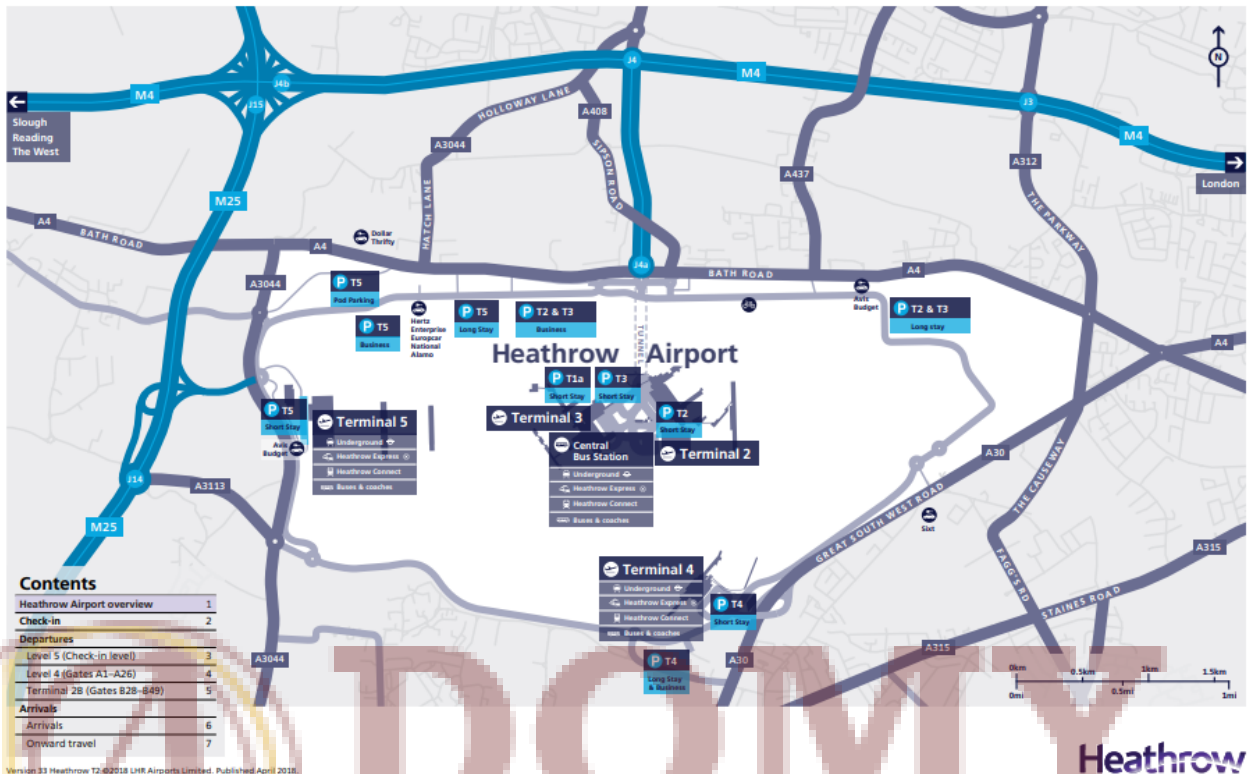
Today, Heathrow is the world's busiest international airport and the focus of civil aviation. More than 67 million passengers pass through the airport to more than 180 destinations in 90 countries, with 90 airlines every year. After a long time, in 2006, Heathrow celebrated its 60th anniversary (Mobolaji, Földes and Csiszár, 2021). There were 1.4 billion passengers on more than 14 million flights. The opening of Terminal 5 in March 2008 marked the beginning of a new and exciting chapter at Heathrow Airport. New Terminal 2: The Queen's Terminal opened on June 4, 2014. The first airline to do business there was United Airlines.

Physical Layout



The physical layout of Heathrow Airport is widely distributed in different aspects. The facility of the layout contains all the basic aspects that are needed to complete the airport. This included strategically distributing almost four terminals served in a single place (Starkie, 2020). This further includes different runways that lead to different directions. In such a manner, the direction and authenticity of the airport management are delivering great value to their major and most essential sects in a great and creative manner (Vernon, 2021). The above picture is clearly demonstrating the situation and basic layout possessed by Heathrow Airport.

Heathrow Airport Overview



The above mentioned pictures have further explained the structure of Heathrow Airport. Although this is based on quite complex and tangled structure, the management and capacity has been used in the most essential manner, to avoid all kinds of issues (Hughes-Gerber, 2021). Therefore, this system is contained great value form physical structure.

Runway

Designation	09L	27R	09R	27L
True Bearing	089, 40' 07"	269, 42' 32"	089, 40' 53"	269, 43' 08"
Length (based on UKTM)	3901m	3901m	3658m	3658m
Width	50m			
Shoulders (each side)	Between A1 and A11 = 20.5m; Between A11 and A13 = 12.5m	Between A1 and A11 = 20.5m; Between A11 and A13 = 12.5m	Between N1 and N7 = 20.5m; Between N7 and N11 = 12.5m	Between N1 and N7 = 20.5m; Between N7 and N11 = 12.5m
Displaced Threshold	309m	n/a	308m	n/a
Slope	Non-Significant			
Surface Type	Grooved Asphalt			
Type of Runway	CAT IIIB Precision Approach	CAT IIIB Precision Approach	CAT IIIB Precision Approach	CAT IIIB Precision Approach
Existence of OFZ	Yes			

Control pose terminal area

	Undershoot RESA Dimensions (m)	Overrun RESA (Landing) Dimensions (m)	Overrun RESA (Take-off) Dimensions (m)
09L	240 x 210	240 x 210	240 x 210
27R	240 x 210	240 x 182	240 x 182
09R	240 x 210	240 x 210	240 x 210
27L	240 x 210	240 x 210	240 x 210

All Runways

	Approach (inc. Threshold)	Supp'l Approach	TDZ	Runway Centreline	Runway Edge and Stop End	PAPI	Time
1	100%	100%	100%	100%	100%	100%	Day
2	100%	0	0	100%	100%	80%	Day
3	30%	30%	100%	100%	100%	80%	Night
4	10%	10%	30%	30%	30%	30%	Night
5	3%	0	10%	10%	10%	10%	Night
6	1%	0	1%	1%	1%	1%	Night

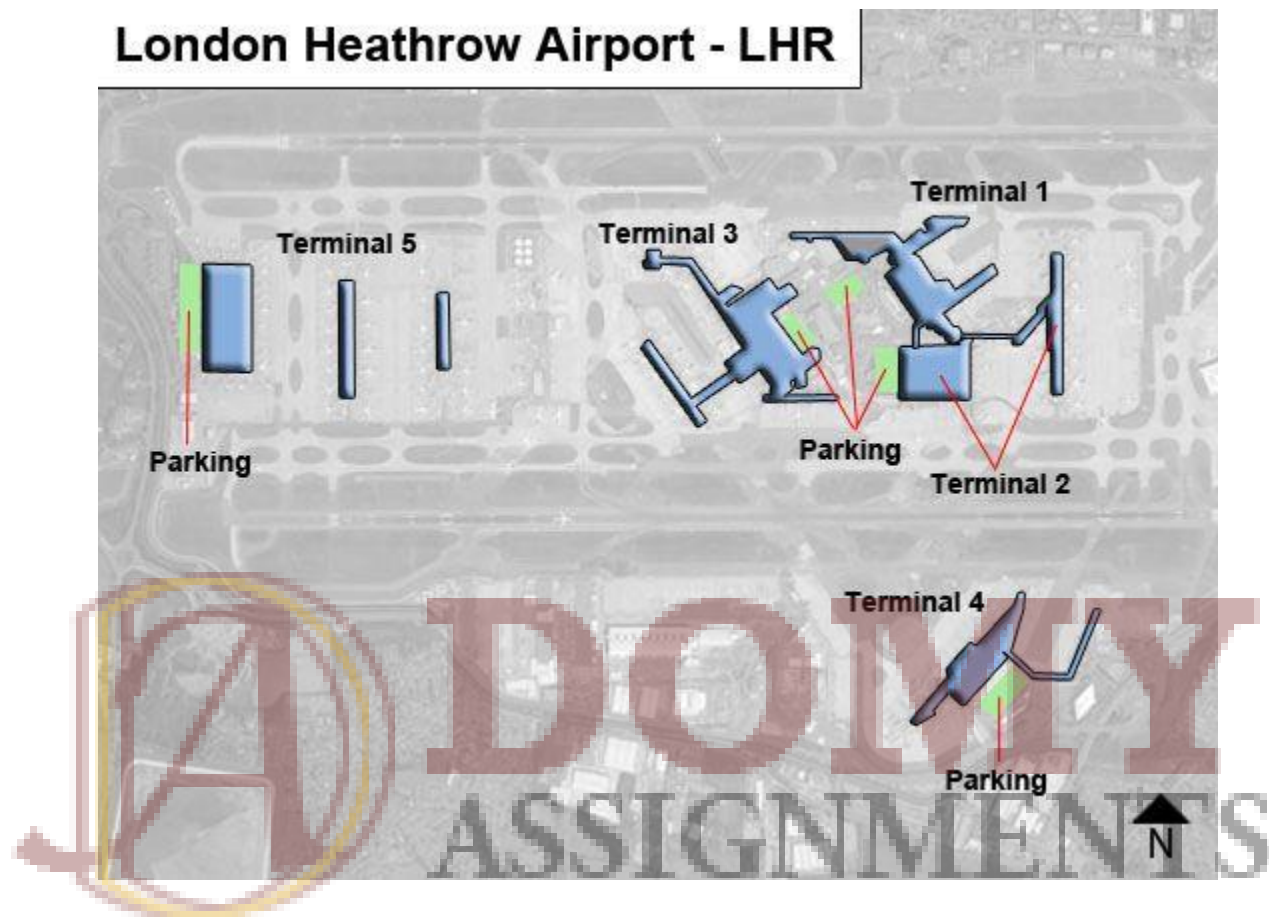
Air control Area

The air control area services are also considered one of the major and most essential aspects of modern airport services. This delivers great value to the economy and the airport's reputation. In such a manner, the Heathrow Airport already serves with the unique values of the air control area (Stacey, Harrison and Pope, 2021). Heathrow Airport provides air traffic control (ATC) services at 13 UK airports. At Heathrow, it offers testing and engineering services.

Tower Services

It is an air traffic control service for nearby airports and airspace. Drivers look out of the tower windows and air traffic control of unloading the plane for taxiing, takeoff and landing. This further supports the terminal and aircraft services with the Clearance option to make

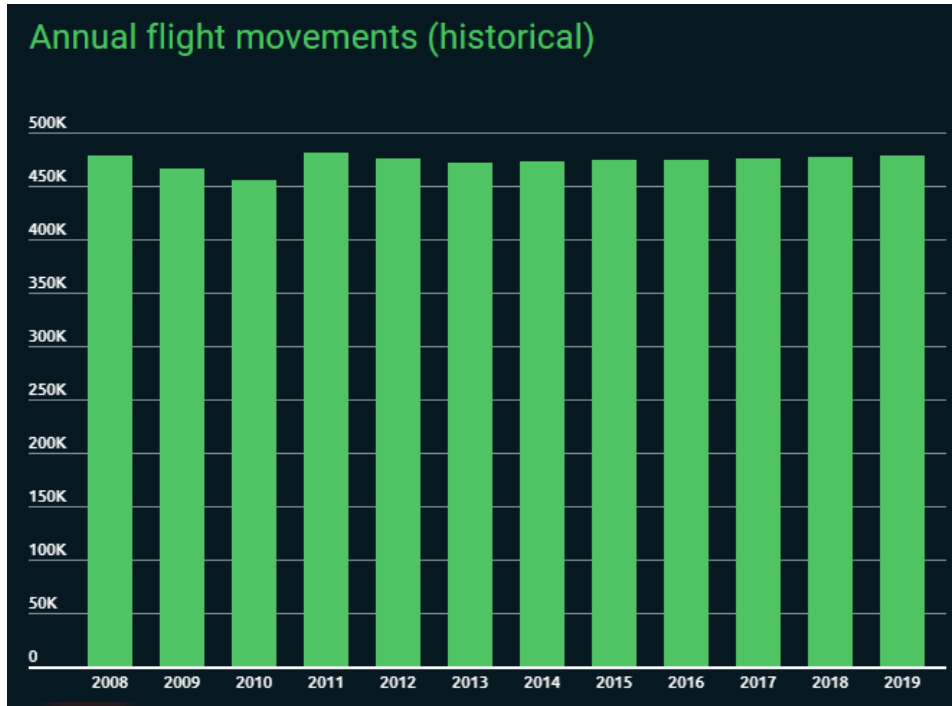
everything clear at once (Lee et al., 2021). It provides a much easier and more effective service in such a manner.



Engineering Service

Teams of airport engineers provide air traffic control services that are essential to consider in the broad context (Junior et al., 2021). This is because it delivers great value to the final services delivered at the airport. These services include radar and landing gear (ILS).

In the context of the Heathrow Airport, the current and basic tower was opened in 2007. The tower's design was made by Rogers Stirk Harbour & Partners (architect firm) (Stacey, Harrison and Pope, 2021). In such a manner the annual flight movement has claimed that the system as:



Changes in air traffic control of Heathrow Airport

NATS, the UK's air traffic service provider, is introducing a new electronic runway system that adapts to one aspect of air traffic management. As air traffic controllers have become accustomed to implementing the new system, NATS has asked Heathrow to temporarily change the number of morning flights operated by air traffic controllers (Griggs and Howarth, 2019).

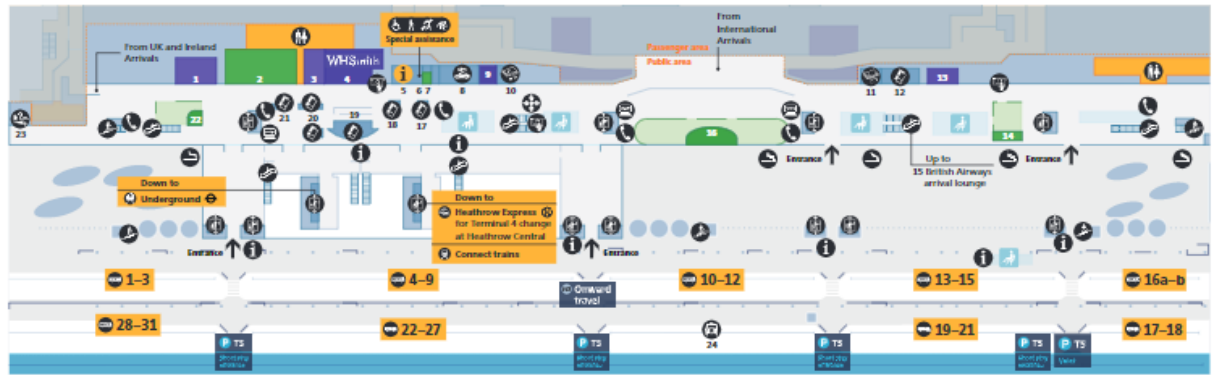
NATS has also asked the government to allow some long-haul flights (around 5-8) to land before 06:00 during the first ten days of the change. Actually, between 6 in the morning. And 7.00 am is the busiest time in Heathrow, and allowing additional flights before 6.00 am allows management to adapt to the new system.

Unfortunately, this will lead to additional early morning flights over ten days. However, this change is necessary if NATS is to modernize our airspace (Stacey, Harrison and Pope,

2021). It will ultimately bring significant benefits through improved Heathrow performance and airspace efficiency.

Terminal 5

Arrivals (Onward travel)
Ground floor



Shopping	
Excess Baggage Company	1
Voyager Entertainment	7, 12
We Know London	9
Wilko	4

Food and drink	
Caffe Nero	14
Costa Coffee	15
Express Bar	7
Griffin Juice	22
M&S Simply Food	2

Bus and coach stop allocation	
Group travel	16, 16a, 16b
Hotel Hoppa, Hotel by bus, 14 Hilton Hotel	26-27
Express coach - National Express	13-15
National Express Coach / Railair	19
Cardiff Bus Airline	18
Transport for London (TfL) - drop/collect	1-4
Staff bus M1 / M5	24
Staff bus M2	25
BA and BA crew coaches	23
Business parking, Long stay	22
Car rental (off airport) Dollar, Thrifty, Avis	28
Car rental (on airport) Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	19
Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Beach	29

Services	
Airline lounge	
British Airways arrival lounge	15
Airport information	5
Bureau de change	
Traveline	10, 11
Bus Stop	
Car rental desk	8
Cash machine	
Facalator	
Help point	
Internet facility	
Lift	
Lost property	22
Meeting point	
Smoking area	
Special assistance	4
Stairs	
Taxi rank	24
Telephone	
Ticket sales	
Heathrow Express	17
National Express	12
Underground	18-21
Toilets	
Accessible toilet	AB
Baby care	AB

Contents

- Heathrow Airport overview 1
- Check-in 3
- Departures
 - Level 3 (Check In level) 4
 - Level 2 (Gates A1-A23) 5
 - Terminal 5B (Gates B32-B47) 6
 - Terminal 5C (Gates C52-C66) 7
- Arrivals
 - Arrivals 8
 - Onward travel 9

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Electronic Flight strip system

The runway is a central component of the air traffic control system and provides air traffic controllers with all relevant information on each aircraft (Su and Deng, 2019). It includes speed, altitude and destination. The electronic runway will replace the existing system of paper strips, which has served NATS for decades but needs to be upgraded to improve efficiency.

This transition from paper to electronic is important in modernizing airspace across the UK. It will play a key role in making the overall system more efficient and resilient. NATS has moved to two other divisions in the United Kingdom (Vernon, 2021). Both of which have been

smooth, and managers are now working in the best possible way with the new electronic parameters.

Modern business policy considers the impact of internal processes on stakeholders as a policy of establishing and maintaining healthy business relationships.

Corporate stakeholders include shareholders, customers, governments and internal customers; Their needs and expectations are important in developing business processes. Heathrow is London Airport, connecting more than 180 destinations in more than 90 countries; the airport is operated by BAA, which provides connections between travel, arrival and emergency services.

Stakeholder theory is a management tool that examines how to conduct ethical business in a particular industry or company; Theory contributes to the impact of institutional and stakeholder participation in the business processes on social, economic and environmental assets. This report analyses the impact on Heathrow Airport passengers as a participant and applies theories to the analysis of participants.

Heathrow Airport

Heathrow Airport is operated by BAA and, according to a 2010 airport survey, is the fourth largest airport in the world in terms of passenger and cargo space and the busiest in the United Kingdom. The airport can accommodate an average of 67 million passengers, 11% of whom travel to destinations in the UK, 46% on long journeys and some foreign players over short distances.

BAA is committed to understanding and managing all categories of customers who operate facilities at the airport that allow the elderly, disabled and other passengers to provide a comfortable place to stay or stay at the airport. Airport policy is in line with anti-discrimination

and anti-discrimination laws; Necessary steps have been taken to ensure that its services continue to improve to meet the needs of people with special needs. This information is included in this accessibility report and management aims to improve future operations.

When customers are at the airport, posters and instructions are provided to guide customers to their destination; this happens during and after the flight. Airport managers have embraced the spirit of self-organization so that all work at the airport is reliable for the successful routing of passengers. The company has five terminals, all of which are successful and drive customers with good results.

From a stakeholder perspective, the company meets the needs of investors, employees, suppliers and customers, and the airport recognizes this concept and implements safeguards to promote good stakeholder cooperation. On the passenger side, the company has a 24-hour network for interviews and passenger assessments to provide adequate and reliable decision information; to see if flight schedules have changed and to try to advise customers more effectively.

According to stakeholder theory, the interests of customers should be paramount; customer information needs to be constantly improved; as part of this effort, the airport began to undergo various name changes and combined maintenance.

Within the airport, the management has allowed other tourism companies to open high-quality businesses that are authorized to cater for business travellers, but must maintain high performance and efficiency.

These facilities include five- and four-star hotels, fitness centres, salons and hairdressers, fast food restaurants, free shops, entertainment venues and grocery stores. Such tools are recommended to improve passenger information when using the airport. Between a flight and a

take-off, or when customers arrive at the airport, the airport immediately invests in providing an unforgettable experience.

Well-known taxi drivers, but also operators who use the airport's transport network to maintain high-quality vehicles. The operation and safety of taxis is ensured by airport drivers, who take action to overcome obstacles in this area. Destinations include public and rail lines to the airport, which include cars, trains, bicycles and motorcycles. Computer networks manage the flow of traffic efficiently.

There are dozens of money changers inside the airport under the control of air traffic controllers and they have to follow British banking rules and regulations. The program is designed to provide tourists with affordable foreign exchange.

Problems

Although the airport works well, new users may experience cultural shocks and language barriers. Airports welcome tourists from all over the world with different cultures, experiences and expectations; the challenge of cultural differences is that people can get stuck at airports.

Another challenge for tourists is that they do not understand the symbols and language used; The reception of the airport culture is far from the English-speaking environment, so some signs and symbols may be difficult for English-speaking people to understand.

Solution

Heathrow should use intelligent systems, such as airport operators, that can direct passengers in the right direction, whether they interact with passengers directly or indirectly. Secondly, drivers in different locations should have simple translation tools that can be used by visitors from all over the world; this will improve communication between airports.

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Heathrow's Technical Challenge

Shut down five technologies that harm people. Terminal 5 was opened in March 2008 with luxurious amenities and the expected services, but when the high-quality cargo management system did not work properly, some technologies emerged that caused major problems, such as flight cancellations and the difficulties faced by tourists. . . and the abolition of airports.

In fact, heavy passengers are most affected by the technological crisis, as airports do not allow them to enter. British Airways confirmed that only passengers with hand luggage can enter the airport. The disappointment for many was that the new terminal was highly developed and included an advanced cargo system capable of carrying 12,000 pieces of luggage per hour.

However, BA's CEO apologized for the inconvenience at the airport and said that early operations often face unusual challenges. They are now investing in developing a baggage handling system to deal with the situations they present to passengers and the airport.

The effects of this technological crisis led opponents to cancel the expansion of the airport, fearing that the airport would build a new airport and extend the runway. The population is made up of natural groups and anxious people. The increase would be more favorable to climate change in the region and more dangerous for people living near airports.

However, this would create an economic crisis for them. In fact, the leader is not against Heathrow, but the construction of airports. According to them, they will also fly to Heathrow, but there will be no expansion, as the airport will be able to operate many flights a day and all flights will be able to be transferred to the current Heathrow area. In fact, they also like the service and convenient appearance of the airport, but the expansion seems bad because of the space available.

But the general manager of British Airways defended the airport harshly. Willie Walsh believes that building a new terminal is not only profitable, but also for passenger satisfaction. At the last four airports, people are upset and trying to take their facilities to the next level, hoping to meet the expectations of all passengers. The problem is that, due to their poor infrastructure in the past and now the construction of new terminals and better services, the failure of the freight system is seen as proof.

On the strategic side of Heathrow, building this new airport is actually part of their strategy to attract passengers and bring them to the airport without any problems. Tourists also have the opportunity to visit the web, which can help. One way they cater to tourists who arrive 35 minutes before the flight is to build shops and restaurants so that they can spend their free time in fifth place. The team wants to promote an exciting airport experience and differentiate it from other airports.

Discussion

Aviation is a very complex industry. In such an industry, key projects are carried out by a coordinated and cooperating party: passenger and freight companies, aviation authorities, airlines, car rental, aircraft sales, aircraft manufacturers and terminals, and so on. equipment factory. Construction companies, tour operators, travel agencies and hotels, among others, are determined to meet at least some of the requirements of the final terms.

The value and quality of profitable contacts, the number of competitors and the return on investment for each team of players also depend on the reduction in the number of applications per business unit and the bidding measures for each antenna development. and resources in tourism.

British Airways is the only airline that can fly to Heathrow from Terminal 5, with almost all flights passing through T5 and few using T3. Initially, the UK Airports Authority's vision was to bring Heathrow back to its rightful place and to invest in quality services, security features and a wider role in the environment.

One of British Airways' strengths is the brand itself, which has a unique marketing package to become the world's most popular airline, although British Airways should focus more on the company's strengths and weaknesses and develop a strategic approach. However, despite these negative factors, British Airways' business strategy in aviation was ahead of other competitors.

In fact, moving to the airport is a great option for British Airways and larger hotels, the value of which depends on the airport. In the past, airport operations were limited and, in general, finding adequate passenger space at the airport was a major challenge. The fifth terminal is an effective way to earn revenue in the long run. The fifth series promotes environmental justice and business awareness in a project funded by WSP, a UK-based international construction and environmental consultancy.

WSP draws up the EMS or EMS project plan and the construction phase of the project, with the personal responsibility of British Airways and the UK airport authorities EMS. As a result, WSP support clearly shows how one fifth of projects manage environmental impact assessment schemes, such as water management.

Another thing to keep in mind when reviewing Heathrow's comprehensive terminal plans is their contribution to the economy. About a third of the passengers were from other airports. Stronger links with other airlines can create a healthier economy by opening up foreign markets, suppliers and customers from one place to another.

Heathrow is considered to be the only airport in the United Kingdom with unusual economic potential. Heathrow Airport is fully operational, 99% certified and open to external competition. In fact, BAA had requested the development of a third airline before the completion of Heathrow's fifth terminal. This is due to some of our airport plans, as they show a rich and profitable economy with a share of employment and economic development.

Airports must respond to the request that BAA meet the EU's air pollution and aircraft noise targets. Today, they receive thousands of passengers every day, and there are several shopping malls at the airport where waiting passengers can buy what they want.

Conclusion

The fifth term of Heathrow's policy is to look at the positive effects it has had from the beginning. As mentioned above, the construction of the fifth episode raises great doubts among those who oppose its extension due to the tragic events that passengers face when technical problems arise. In fact, what happened on March 27 had a profound effect on people's perceptions of the terminal's new features.

Given that you were one of the passengers trapped at the airport at the time, you can't say that it was difficult and disappointing, because you thought that the new terminal would give you a great experience and that you could do it faithfully.

British Airways was the only airline to rank fifth and its initial plan was to find more passengers to transport and re-open new airport facilities for the company's benefit. The distribution of Terminal 5 will generate more revenue for the company and the tourism industry will have an impact if tourists around the world are offered appropriate and cost-effective treatment. However, the success of Terminal 5 is in its infancy, and your additional results should reflect an important analysis.



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