

A low-angle photograph of the Heathrow Air Traffic Control Tower, showing its distinctive cylindrical upper section with a glass-enclosed observation deck and a slender, segmented lower section. The tower is set against a bright, slightly cloudy sky. The entire image is overlaid with a semi-transparent purple filter.

Supplier Guide

Heathrow Supplier Management

Heathrow

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Welcome

The Heathrow Supplier Guide is designed to provide current and prospective suppliers with a clear and comprehensive understanding of how procurement works at Heathrow and within the wider Team Heathrow network. It outlines our vision, values, and sustainability commitments, and sets expectations for our suppliers in line with our purpose to deliver a world-class airport fit for the future.

The guide includes key information on our strategic priorities, such as, Net Zero Aviation and creating positive local impact, while also offering practical guidance on supply chain opportunities, the buying process, and how to work with us through our supplier platform. Whether you're exploring opportunities to partner with Heathrow or are already part of our supply chain, this guide aims to help you navigate our processes and align with our shared goals.

Director Message

"Our suppliers play a vital role in helping us deliver a safe, sustainable, and world-class airport. Whether you're an established partner or new to working with us, this guide sets out what you need to know to engage with Heathrow successfully. We are focused on creating long-term value through collaboration, innovation, and responsible sourcing. That means embedding safety, sustainability, and ethical practices into everything we do. These are not differentiators but essential requirements for working with us.

Our vision to be An Extraordinary Airport Fit For The Future depends on strong, values-led partnerships. We seek suppliers who share our ambition, support our goals, and help us drive lasting impact for passengers, communities, and the planet.

Thank you for your interest in partnering with Heathrow. We look forward to working with you."



Paul Doherty
Procurement Director

1. Heathrow and Team Heathrow Overview

Heathrow is Europe's largest airport and one of the World's top international aviation hubs. The airport is home to more than 80 airlines and is Britain's most valuable cargo port, helping to drive British trade growth by connecting the nation to more than 200 destinations around the world.

Team Heathrow is the overarching name for tens of thousands of people from 400 companies that work at Heathrow. The service provided to passengers is the combination of a highly complex and interconnected system of services from different organisations. Heathrow works collaboratively and in partnership with all the organisations in this ecosystem to deliver our vision.

Given the scale of Heathrow's operation and its impact on the local economy, we are focused on creating supply chain opportunities for local businesses.

We strive to work with partners and stakeholders of all sizes across the UK to share the economic benefits generated by Heathrow and create a future where our business, our people, our communities, our country and our world can all thrive.

We support our Team Heathrow colleagues to fulfil their potential by providing thousands of rewarding employment opportunities that offer purpose and progress, and work with communities around us to find ways to improve their quality of life.

We support the UK economy by connecting it more closely to the rest of the world. We create opportunities for a diverse range of businesses, helping deliver a stronger, more interconnected UK.

Finally, we will lead our industry towards overcoming some of the greatest challenges it faces. We are committed to playing our part in tackling carbon emissions. We've focused this plan on the changes we want to make this decade. By 2030, it's vital that we achieve absolute cuts in our carbon footprint to put us firmly on the path to achieve net zero by 2050.

Heathrow Supplier Management
procurement@heathrow.com

2. Heathrow's purpose and vision

Our purpose remains at the heart of what we do. It reminds us of our priorities and values which reflect a simple business logic: engaged people deliver excellent service, which we know makes passengers more likely to choose Heathrow again.

In 2024 Heathrow launched its new strategy, opening up the next chapter as we strive **To Be An Extraordinary Airport, Fit For The Future.**

As a part of the strategy, Beacons and Foundations have been introduced.

To achieve our vision, we will focus on a new set of strategic priorities, referred to as Beacons. Our Beacons are the areas we will focus on as an organisation to achieve our purpose.

Our Foundations are the non-negotiables that underpin everything we do at Heathrow.

Our Purpose	Making Every Journey Better
Our Vision	To Be An Extraordinary Airport, Fit For The Future
Our Beacons	Winning Team Focus to go Faster Value for Customers People and Planet Digital Future Creating Capacity
Our Foundations	Safety, Security and Compliance Governance and Financial Resilience Service and Operations
Our Values	 - Value everyone's contribution - Actively listen to understand - Embrace differences  - Take care, do things right - Own our action - Take pride in what we do  - Notice and care - Share what we know - Make things better  - Keep things simple in every interaction - Seek out new opportunities - Learn, adapt and grow  - Look out for ourselves and others - Stop, think and act - Care and speak up  - Connect with others to deliver our best work - Bring out the best in each other - Recognise and appreciate others

2.1 Beacons

To achieve our vision, we will focus on a new set of strategic priorities, referred to as Beacons. Our beacons are the areas we will focus on as an organisation, and drive improvements.



Winning Team

Our people are at the heart of everything we do. We want the right people, in the right roles, with the right capabilities now and for the future. The success of our business lies with our people who are inspired and proud to be part of our winning team.



Focus to go Faster

We need to simplify what we do and how we do things to become a more efficient and effective organisation.



Value for customers

We must understand and nurture the varied and changing dynamic of our customer base, consider the customer experience across all touchpoints, and get value for all customers.



Digital Future

We must reduce the complexity around data, use it more effectively and make it a part of our everyday capability and language.



People and Planet

We need to ensure that Heathrow is a great place to live by having a positive impact on local communities as well as driving towards our decarbonisation goals.



Creating Capacity

Heathrow has capacity constraints that cannot be quickly changed so we must work more efficiently with what we have, to increase passenger numbers and drive revenue in the short term. We also need to look ahead to develop our plans for future growth.

2.2 Foundations

What this means for suppliers

Our Foundations represent Heathrow's non-negotiable expectations. Every supplier working with Heathrow is expected to support these principles through the way they operate, manage risk and deliver services.

- Safety and security first
- Reliable operational delivery
- Strong governance and compliance
- Financial resilience
- Continuous improvement

These principles form the baseline for supplier assessment, mobilisation and ongoing performance management.



Safety, Security and Compliance

Deliver uncompromising safety and security across Heathrow, keeping everyone at Heathrow safe and secure and meeting our compliance requirements.



Service and Operations

Ensure smooth running of the airport and delivery of the service our customers expect – making sure the day-to-day operations take place as planned, and any issues are handled with minimal impact on passengers.



Governance and Financial Resilience

Deliver a competitive and sustainable return to shareholders, allocating capital available efficiently within the economic framework we have. Ensure appropriate management of risk and effective governance.

2.3 Values

Working as One Team Heathrow

Our Values define the culture we expect across Heathrow and our supply chain. Successful partnerships are built on shared behaviours that support safety, collaboration, respect and continuous improvement.

We expect suppliers to:

- Demonstrate integrity in all interactions
- Treat everyone with respect
- Work collaboratively across teams
- Put customers and passengers first
- Seek opportunities to improve every day

These values help create trusted partnerships and support our vision of being an Extraordinary Airport, Fit for the Future.



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.



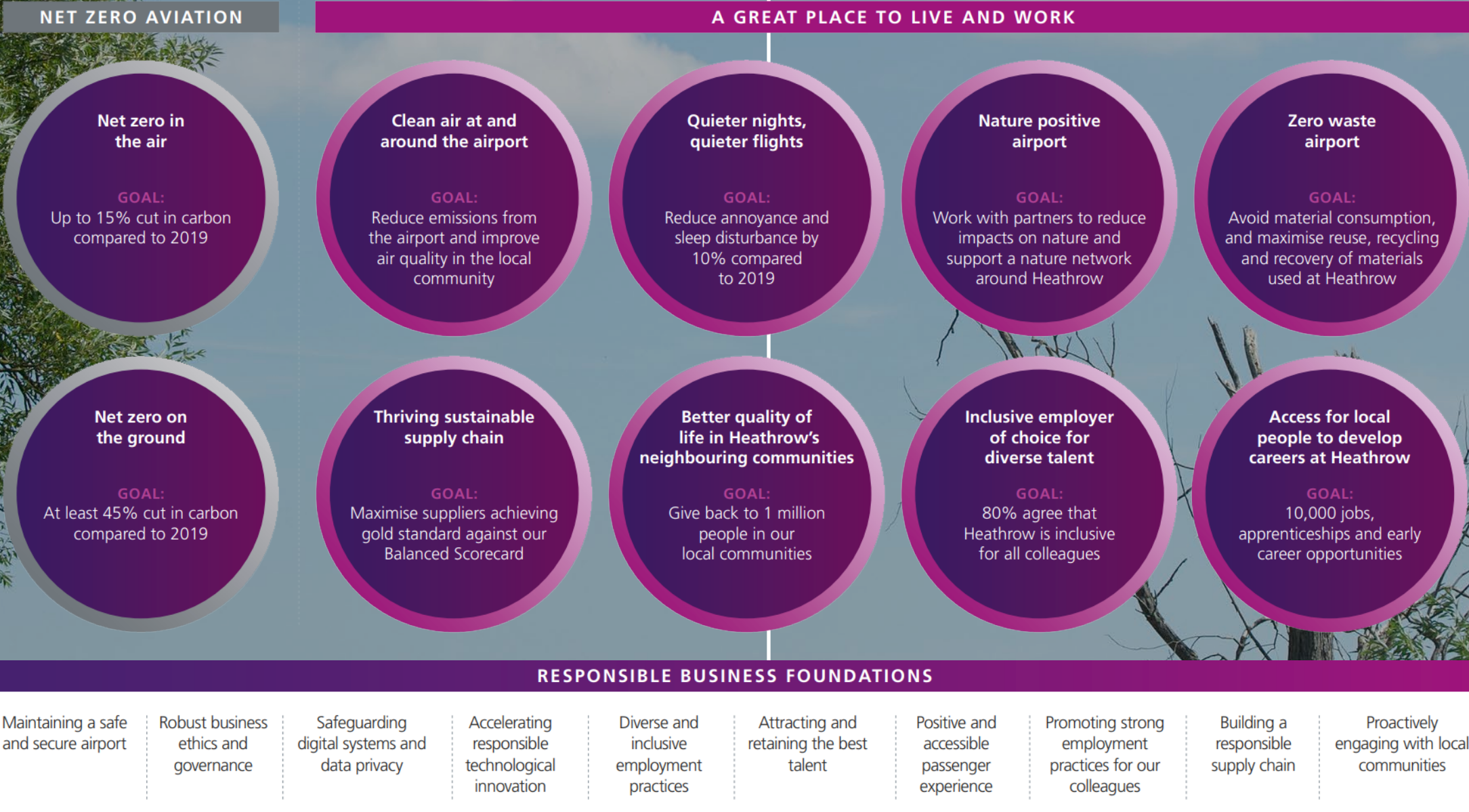
Improving Everyday

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

3. Connecting People and Planet

- **Net zero aviation** to work towards our vision of sustainable aviation at Heathrow and across our industry.
- **A great place to live and work** to improve the quality of life of our colleagues and our neighbours, and make a positive impact on our community.

Connecting People and Planet reflects Heathrow's commitment to sustainability. Through our Responsible Business Foundation initiatives - including adherence to the London Living Wage, the Fair Payment Code, and modern slavery assessments - we are building *An Extraordinary Airport Fit For The Future*.



3.1 Net zero aviation

Heathrow's carbon footprint encompasses a broad scope of emissions, including passenger and colleague travel to the airport, the operation of all buildings and vehicles within the airport and departing flights all the way to their destination.

Over 95% of Heathrow's carbon emissions from flights and much of the remaining 5% are not within our direct control, so it is critical to use our influence and work with others to achieve our target in line with net zero.



Net zero in the air

By 2030, our goal is that carbon from flights falls by up to 15% from peak 2019 levels. Many airlines have already committed to using at least 10% Sustainable Aviation Fuel (SAF) by this date. Our plan aims for 11% SAF to be in use by airlines by 2030, delivering a carbon saving of over 7.5%. This is a result of Government ambition to achieve a 10% SAF blend in the UK by that date, plus the effect of Heathrow's landing charges incentivising its use. The aviation sector will further cut carbon emissions in the air by 2030 through operating more efficiently, modernising airspace and using fewer fossil fuels by improving the efficiency of conventional aircraft and engines.



Net zero on the ground

On the ground, we will cut carbon by at least 45% compared to 2019 by enabling passengers and colleagues to access the airport sustainably, delivering a net zero supply chain, replacing airport vehicles with zero emission alternatives and investing in our buildings and infrastructure.

3.2 A great place to live and work

The people who work in and around Heathrow every day are the lifeblood of the airport. They shape the experience of every passenger and offer the world's best airport service, keeping Heathrow safe, secure, and welcoming. It is critical to ensure our airport is a diverse and inclusive workplace for all, and that we provide the skills, education and long-term employment opportunities that make the airport the local employer of choice.



Clean air at and around the airport

Local air quality and its potential effects on public health are a critical issue for our colleagues and communities around Heathrow. We remain committed to playing our part in improving local air quality.



Quieter nights, quieter flights

We understand that noise can impact people's quality of life in different ways, and it is a more complex issue than it first appears. When we experience noise, everything from its volume, our attitude towards it, to whether we can control it determines how it affects us. We will try to limit and, where possible, reduce the number of people highly sleep disturbed and highly annoyed compared to 2019.



Nature positive airport

Aviation relies on people traveling, so it is crucial we protect and look after the world we travel and live in. The link between climate change and the alarming loss of nature and biodiversity is clear, not only affecting tourism but damaging wider businesses and communities. We rely on nature for resources and essential mechanisms such as clean air, clean water, and food crop pollination.

Protecting nature is also a key tool in slowing the rate of climate change and helping wildlife, people, and communities to adapt to it. Heathrow is helping to reduce harm and is working towards restoring nature – something we can all play a role in.

3.2 A great place to live and work

Heathrow employs tens of thousands of people, many of whom live within a few miles of the airport. Our strategy will ensure this continues, with a strong focus on enabling local people to work at the airport as demand continues to grow. We want to help them find the right work at Heathrow and nurture them to fulfil their potential.



Zero waste airport

Heathrow's size and scale create unique challenges for resource efficiency. The airport is akin to a small city, so when looking to reduce waste or water, it is imperative that we work with our partners and take a whole-system approach. We also need to deepen our understanding of how behaviours around resource efficiency have changed over the years. We will focus on this and plan to further develop our goal and targets for the rest of the decade, towards our ambition of becoming a zero-waste airport in the longer term.



Better quality of life in Heathrow's neighbouring communities

For Heathrow, being a responsible neighbour is a priority. It is important that we share the benefits of the airport with the communities, families, and organisations that live or operate locally.



Inclusive employer of choice for local diverse talent

We want Heathrow to become a truly great place to work where anyone can fulfil their potential. In 2017, we set a goal for our workforce to reflect local diversity at every level by 2025. We have made some progress towards this goal, particularly for gender balance, but still have a lot of work to do.



Access for local people to develop careers at Heathrow

The airport is home to a wide variety of jobs and careers, and the Heathrow Employment and Skills Academy plays a pivotal role in connecting people from our local community to these opportunities and in building a local and diverse pipeline of skills that will be crucial to future success. Communities around Heathrow depend on the employment opportunities provided by the airport and its wider supply chain.

3.2 A great place to live and work

We want the area surrounding Heathrow to be a great place to live. Our proximity to London is a great advantage for passengers, but it also means the airport is located close to many homes and local communities. We recognise that our airport impacts those communities, and we want to make sure it is as positive as possible.



Thriving sustainable supply chain

A 'thriving sustainable supply chain' has become an objective within 'a great place to live and work' under our Connecting Heathrow People and Planet strategy. The goal is to maximise suppliers achieving the gold standard against our Balanced Scorecard.

With thousands of companies operating from or supplying goods and services to Heathrow, our influence stretches far beyond our boundary. We want to use that influence to encourage others to adopt ethical, low-carbon and sustainable practices.

Heathrow's Balanced Scorecard enables clear communication of our priorities to strategic partners and a collaborative approach to working together to deliver our desired outcomes. By engaging our partners in this way, we aim to bring the best of their resources and expertise to bear at the airport. Together, we will regularly celebrate success and drive local and regional economic opportunities through our supply chain.



Our SME Engagement agenda ensures we support small and medium-sized enterprises (SMEs) across the UK in doing business with Heathrow. Through this, we can make a real impact on smaller businesses, both regionally and those that are local to the airport, driving local economic growth and expansion.



Heathrow is committed to the Modern Slavery Act and requires our suppliers to sign up to obligations in our contracts relating to Modern Slavery. Our supplier selection process for new suppliers includes a requirement for suppliers in medium and high labour risk categories to make a commitment to work with one of our approved external working conditions assessors and undertake an independent modern slavery assessment. Heathrow is accredited to the Living Wage Foundation and requires all suppliers to pay their workforce a Living Wage.



Heathrow is a committed signatory of the Fair Payment Code (FPC), previously the Prompt Payment Code. The FPC is an initiative promoting best practices in payment performance. We pledge to pay suppliers on time, provide clear payment guidance, and support prompt payments to SMEs within our supply chain. To ensure these standards are upheld across all tiers of procurement, including indirect suppliers, we have established a dedicated whistleblowing channel at supplychainpayments@heathrow.com.



Once you become a supplier to Heathrow, you will have free access to the Supply Chain School that can provide information and training courses on various areas of learning for our supply chain. <https://www.supplychainschool.co.uk/>



Heathrow currently uses Company Watch to manage supplier risk in its supply chain. <https://www.companywatch.net/>

4. What we expect from our suppliers



Strategic Aims

The deployment of Heathrow's Balanced Scorecard in 2024 enables us to communicate to the market, beyond cost and time, the important areas that will drive our procurement decisions.

The Balanced Scorecard provides the approach that is used to assess a potential supplier's adherence to our strategic aims in our procurement. Through our Supplier Relationship Management (SRM) approach, our largest Tier 1 strategic suppliers are collaboratively helping us also drive our aims across Heathrow's value chain.



Value for money

Tender questions and evaluation criteria will be developed by the tendering teams to assess capability, capacity, and commitment in relation to our six strategic beacons: Creating Capacity, Digital Futures, Focused to Go Faster, People and Planet, Winning Team, and Value for Customers.

Achieving value for Heathrow depends on alignment with our core foundations and strategic beacons, with a particular emphasis on Health, Safety and Wellbeing, Responsible Business Practices, Sustainability, and Cyber Awareness.

Sustainability, as outlined in our Connecting People and Planet strategy, is a key priority. Solutions that demonstrate strong sustainability credentials will be highly valued. At Heathrow, we define value as encompassing more than just cost, time, and quality; it includes long-term impact, resilience, and responsible delivery.



Collaboration

The outcomes being sought by Heathrow cannot be achieved through silo. Through close collaboration with Team Heathrow, we will deliver on our strategic priorities.



4. What we expect from our suppliers



QVC

The Qualifying Value Criteria (QVC) is a fundamental part of Heathrow's procurement process. These essential, non-negotiable standards set out how we expect all suppliers to operate when working with us. For full details and support, visit: heathrow.com/supplier-support-and-tools



Cyber

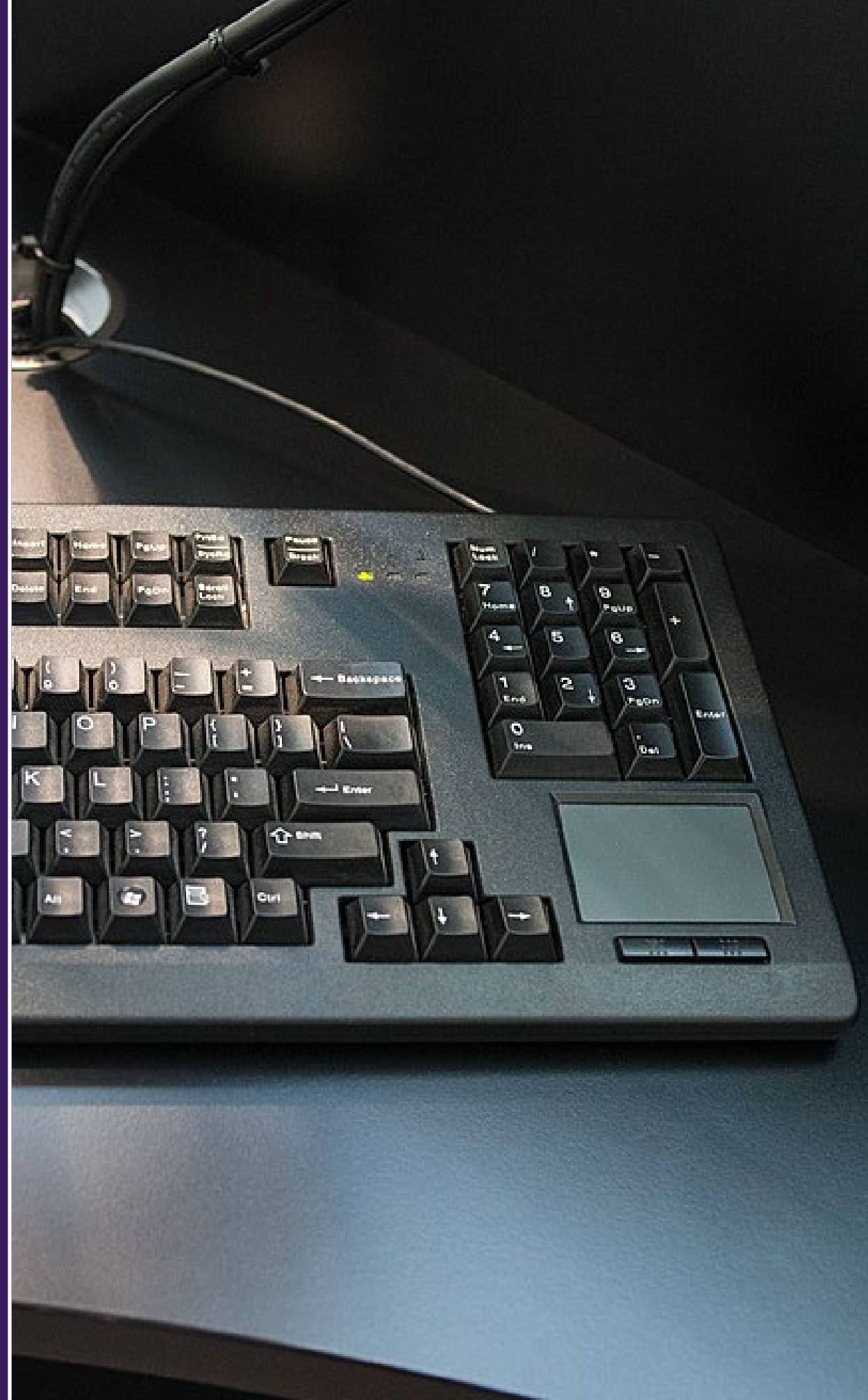
Information security, which refers primarily to both our systems and data/ information contained in them, is an important element for Heathrow given the size and breadth of our network and operating environment. As a supplier to Heathrow, you will need to support us in this area by demonstrating cyber compliance and working with us on an ongoing basis.



Artificial Intelligence (AI)

Where AI is used in delivering services to Heathrow, suppliers must ensure it is applied responsibly, with appropriate governance, transparency, and human oversight in line with contractual obligations and HAL Data and AI Governance requirements.

AI solutions must comply with all applicable legal, data protection, and cyber security requirements. Suppliers must actively manage risks such as bias, inappropriate data use, and automated decision-making without appropriate oversight.



4. What we expect from our suppliers



Data Privacy

Where suppliers process personal data on Heathrow's behalf, data protection must be treated as a priority. Good practices protect individuals, reduce business risk and help maintain trust across the supply chain and with data subjects.

Suppliers are expected to ensure their personnel receive regular privacy training, understand how to report and manage breaches, and apply appropriate organisational and technical measures. As a supplier you will be required to work with us to ensure appropriate data protection processes are implemented across the organisation.



Health & Safety

Our focus on health and safety is not just the right thing to do, it is the foundation of an efficient operation, a secure airport and a sustainable business. We want your focus to be the same, so we'll work with you to make sure you become part of Team Heathrow's safety culture.

We place a strong emphasis on health and safety throughout our procurement process. To assess your organisation's capability in this area, we include health and safety questions at every stage - QVC, PQQ, and RFP.



4.1 The Balanced Scorecard

The Balanced Scorecard is a key tool that enables Heathrow to procure value by effectively baselining the ability of our supply chain to deliver meaningful benefits to our passengers, colleagues, airline partners, investors, local communities, and the environment.

Aligned with Heathrow’s strategic sustainability framework, the Balanced Scorecard evaluates strategic supplier performance against a comprehensive set of environmental, social responsibility & community impact criteria. It seeks to balance macro-level sustainability progress with our suppliers’ ability to return value to Heathrow’s immediate vicinity. This approach provides a unified view of the long-term sustainable performance of our critical supply chain partners, in line with Heathrow’s overall sustainability strategy.

Undertaken annually, Heathrow uses data from the Balanced Scorecard process to collaborate with our supply chain partners to identify opportunities for joint sustainability collaboration.

Since launching in 2024, the Balanced Scorecard has proven effective in enhancing supplier value delivery and now serves as a fundamental mechanism for driving strategic alignment and behavioural change across the most critical partners in our supply chain.

Purpose	Making Every Journey Better
Vision	To Be An Extraordinary Airport, Fit For The Future
Themes	Critical Success Factors
Health and Safety	Supports and promotes making sure everyone goes home safe, every day. 1. Reduction in Lost Time Injury Frequency Rate (LTIFR). 2. Increase in Safety culture across our supply chain.

5. Supply Chain opportunities at Heathrow

What we're buying

Those looking for opportunities to tender at Heathrow should keep in mind: **Heathrow's scale is similar to a city.**

There are a vast range of goods and services that Heathrow needs to procure for, providing excellent opportunities to become a supplier at Heathrow.

	Bulk earthworks
	Civil works
	Corporate services
	Cyber and technology
	Engineering
	Operational buildings and facilities
	Operational systems and maintenance
	Passenger and people services
	Passenger buildings and facilities
	Structures, bridges and roads
	Surface access and fleet
	Utilities

 Demolition	 Remediation	 Earthworks	 Ground improvements			
 Runways	 Taxiways	 River diversions	 Flood storage	 Aprons	 Landscaping	
 Professional services	 Legal services	 HR	 Finance	 Corporate affairs	 NATS	 Marketing & digital
 Infrastructure	 Networks	 Software	 Cyber-security	 Services		
 Inspection services	 Facilities management	 Baggage				
 Control tower	 Control posts	 Fire fighting facilities	 Hanger facilities	 Cargo facilities		
 Rolling stock	 Maintenance of facilities	 Airport utilities systems				
 PRM services	 Ambassadors	 VIP services	 Retail	 Passenger measurement		
 Passenger buildings	 Passenger facilities and sub-structures					
 Airside roads	 Tunnels	 Perimeter track	 Structural piling	 Covered river corridors	 Car parks	
 Buses and car parks	 Fleet	 Winter resilience				
 Electric	 Water	 Waste	 Noise			

6. The buying process at Heathrow



Direct Opportunities

More information is available on our website regarding opportunities.

For direct opportunities, potential suppliers can take a look at the CompeteFor platform.

www.competefor.co.uk/heathrow

Once potential suppliers pass the QVC stage, if invited to take part in a tender, register and take part via our Theo e-sourcing system.

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

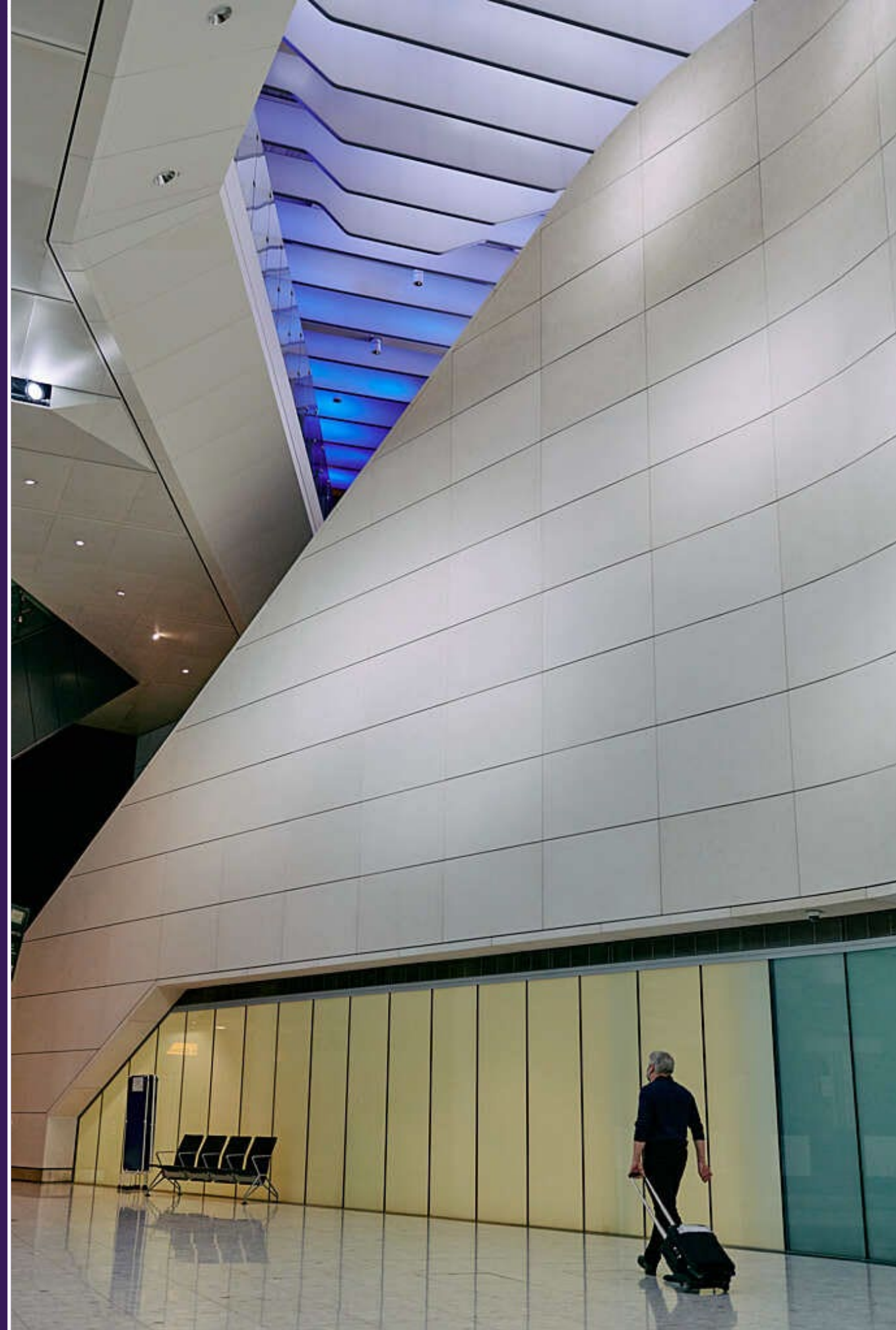
Most of the stages in the procurement process will then take place and be managed electronically, including the submission of documents, updates on the process, day-to-day communication and the evaluation of tenders.



Indirect Opportunities

Businesses looking for work through our Tier 1 suppliers (indirect) are advised to follow these three steps;

1. Get in touch with their recognised trade association, many of which are in touch with Heathrow about the opportunities available for the sectors which they represent.
2. Look out for various Indirect opportunities becoming available on CompeteFor.
3. In addition to using a supplier platform tool, it is advisable to contact Tier 1 contractors directly to understand what other opportunities are available with them.



6. The buying process at Heathrow



Heathrow's Website

In addition to the supplier platform tool, various information is displayed on our website.

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



Trade Associations

Heathrow is in regular contact with its recognised trade associations to inform them of upcoming work that may be of interest to their members.

Businesses can get in touch with their recognised trade association who will help signpost them to opportunities in the sectors in which they work.



Chambers of Commerce

Heathrow is proud to be a longstanding member of all its local Chambers of Commerce. Working in partnership, together we are better able to deliver our commitments to foster economic growth and development of our surrounding regions.



6.1 Supplier Platform

Heathrow uses a supplier platform called CompeteFor as a tool to advertise appropriate contract opportunities, both for direct works and those that will be available through our supply chain.

The supplier platform is website-based and allows businesses to access opportunities online generated by major public and private sector buyers. It acts as an electronic brokerage service, matching buyers with potential suppliers throughout the supply chain.

Our largest Tier 1 suppliers advertise appropriate contract opportunities, which are published on Heathrow's dedicated CompeteFor microsite. In addition to live opportunities, suppliers can also explore our procurement pipeline—a forward-looking view of upcoming opportunities across Heathrow.

You can view these by the following links:

www.competefor.co.uk/Heathrow/opportunities/

www.competefor.co.uk/heathrow/pipeline/

We encourage all suppliers to register on CompeteFor and set up their business profiles to receive alerts and respond to opportunities as they go live.

Any business can register on the CompeteFor supplier platform, and it's easy and free of charge.

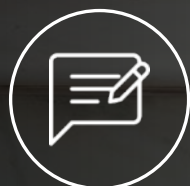
You will need to register some basic details of your business to create a user account.

<http://www.competefor.co.uk/heathrow>



7. How we will engage with suppliers moving forward

Market engagement programme



Market Soundings

We will ask relevant direct suppliers to provide feedback on our procurement approach, including how we plan to package and contract, as well as the perceived risks.

Direct suppliers can help us achieve maximum market appetite and efficiency in delivery by inviting their supply chain to provide input and knowledge.



Business Summit

We welcome the 28th edition of the Heathrow Business Summit in 2026, connecting local SMEs and Heathrow suppliers, creating future business opportunities and fostering Heathrow requirements while promoting local economic growth in our local communities.

<https://www.heathrowbusinesssummit.com>



Regional Business Summit

Our Regional Business Summits connect businesses across the UK with Heathrow, creating opportunities for SMEs and suppliers to engage with our teams and supply chain partners, gain insight into our long-term investment plans, and understand how they can become part of our wider supply chain. The programme supports stronger regional partnerships and helps businesses prepare for future opportunities across Heathrow's ecosystem.

Heathrow Business Summit



[heathrowbusinesssummit.com](https://www.heathrowbusinesssummit.com)

Heathrow

7. How we will engage with suppliers moving forward

Market engagement programme



Lift Off

Heathrow Lift Off is an additional way for us to attract and work with small to medium-sized enterprises (SMEs). Lift Off provides innovative SMEs the chance to present their products and services to a panel made up of Heathrow and our largest supply chain partner organisations seeking potential business opportunities, guidance and other support.

These events are held on a quarterly basis. You can find out more by clicking the link below:

<https://www.competefor.co.uk/heathrow/lift-off/>



SME Academy

Our SME Academy aims to provide SMEs the support they need to confidently bid for works and onboard with Heathrow, our supply chain partners, and other large buyers.

Through a combination of learning workshops and mentor support programme, the SME Academy helps SME's develop their capabilities in priority subjects.

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

Heathrow

Welcome to

**Heathrow
Lift Off**



8. For more information and getting in touch

If you would like to get in touch, whether it is to discuss upcoming opportunities to tender at Heathrow or to bring to our attention your service of offering please email:

procurement@heathrow.com



9. Requesting Supplier Guide in other languages or accessible formats

Information about Heathrow is available in a range of languages, audio, easy to read and Braille.

