



Case Study

Major sewage spill at Heathrow Terminal 4.

Background

Nineteen-inch sewer pipe bursts above Baggage Carousel 2 at Heathrow's Terminal 4 sending more than 10,000 litres of sewage flooding through baggage halls, check-in desks, offices and public areas in the run up to the Christmas rush.

Heathrow Airport attracts 68 million passengers a year and Terminal 4 specialises in long-haul flights.

Heathrow puts its disaster recovery programme into action immediately and alerts ISS Facility Services, who in turn call in sister company ISS Restoration.

ISS Restoration Recovery Plan

- The British Airport Authority, which runs the terminal, fears massive disruption and heavy financial losses unless the affected areas can be re-opened within two weeks.
- 30-strong team of ISS Restoration technicians works round the clock stripping and cleaning check-in areas, offices, baggage conveyors and public areas.
- ISS Restoration calls in specialist laboratory services, who carry out 380 swab tests before and after the clean-up operation and provide a certificate of cleanliness for the airport management team.
- Within 11 days the bulk of the work is completed and the Terminal is given the all-clear to resume business.

Benefits

- Swift action by ISS Restoration means Terminal 4 is back up and running normally within a fortnight of the spillage, preventing a multi-million pound business interruption loss had the Terminal been closed completely.
- Heathrow is back to 100% capacity in time for the Christmas and New Year rush, avoiding major disruption to thousands of passengers' flights during the holiday season.



One Call, One Response, One Solution

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