

Heathrow Airport

Sector: Airports: commercial buildings, retail concessions and leases

Requirements: Energy reduction, from 2007 to 2020 (& beyond)
Services provided: Energy management through people
Provider: Discovery Mill
Achievements: 1) **15% savings** delivered across airport operations 2) **24% savings** achieved within retail fit-outs 3) Shared vision for business partners for the future



Opportunity: Need to demonstrate leadership in energy and sustainability

Transferable Principles

- Leaders are the change-facilitators - they must show commitment, plan and facilitate change.
- Local energy users are the change-makers - they must make their own changes by focusing on their tasks and using their local knowledge and expertise.

Critical Success Factors: Balance of solutions. Top-down bottom-up. "Win Win".

[CLICK HERE](#) for the full case study