

## ENVIRONMENT

## BAA backs high speed rail



**Recent proposals that the UK should invest in a high speed rail link to the north of England, have won support from BAA – but not at the cost of a third runway at Heathrow.**

“We believe that the country needs both,” says Stuart Condie, BAA’s planning and surface access director, “and to prioritise one over the other is a false choice.”

“It is widely accepted that investment in strategic infrastructure projects is a fundamental element of the country’s long-term economic

recovery package and to force choices where the answer is clearly both a third runway and high-speed rail is at best short-sighted.”

If all UK domestic passengers could switch to rail today then the 10% of capacity theoretically freed up would be filled by other demand not currently being met. The airport would be full again before 2020 when a third runway is due to be completed and long before a high speed network could actually be built.

There are currently no flights between Birmingham and Heathrow.

## AIRPORT OPERATIONS/COMMUNITY

## Taxis of the future

**The world’s first commercial Personal Rapid Transport (PRT) system is well on track.**

The 3.8km steel and concrete guideway for this completely new form of public transport has been completed, and the system, which will run from the T5 business car park near Longford village to the terminal itself, is on schedule to carry its first passengers by autumn 2009.

Costing £25 million to build, the PRT will provide access for local people as well as passengers to the shopping and transport facilities at T5. Longford residents will be able to apply to use the system free of charge.

Its small, battery-powered, driverless ‘pods’ create no local pollution and are 50% more energy efficient than buses.



## COMMUNITY

## Noise insulation

**Noise is one of the biggest issues for people living near to Heathrow, and BAA has several schemes to help local residents insulate their homes.**

Each year, Heathrow provides up to £5 million to enable local community buildings to be protected. These are buildings such as schools and hospitals, that are exposed to medium-to-high levels of noise.

So far, 16 schools, five community halls, three nurseries and three nursing homes have been selected for insulation work, with Bedfont Community Centre, Springwell Infants, Springwell Junior and the

Ash Grove Nursing Home already feeling the benefit.

Decisions about who gets money from the Community Buildings Noise Insulation Scheme are made by an independent board of volunteers, which has now been incorporated as a company and registered with Companies House as The Heathrow Airport Community Building Insulation Trust.

They prioritise work based mainly on the results of acoustic testing. Tests are carried out on the buildings closest to the airport, and highest priority is given to buildings that would see the greatest reduction in noise.



The Board held a stakeholder meeting in November for all building owners to update them on their activities and seek

input from them on what else could be done to provide noise insulation.

## COMMUNITY

## Staff smash charity target



### BAA staff at Heathrow have smashed the fundraising target for their Charity of the Year.

Throughout 2008, they have been raising money for Marie Curie Cancer Care. The target was £100,000, which would buy 5,000 hours of specialist nursing care for terminal cancer patients in the Heathrow area.

But the way things are going, "we should have raised well over £200,000 by the end of the year," according to head

of community relations Cheryl Monk.

Two events in September – a 10km midnight run along the northern runway and a Ball at the T5 Sofitel – raised almost £100,000 in their own right.

Marie Curie Cancer Care was Heathrow's first Charity of the Year. For 2009, staff will choose a new charity from a shortlist that includes the British Heart Foundation and Help the Aged / Age Concern.

### CONTACT US

We are always interested in the views of the local community and would love to answer any queries that you may have.

**Please contact the Community Relations Team at:**  
Heathrow Airport, 234 Bath Road, Harlington, Middlesex, UB3 5AP  
Telephone: 020 8745 5791  
Email: [heathrowcommunityrelations@baa.com](mailto:heathrowcommunityrelations@baa.com)

**You may also find the following contact details useful:**  
Noise enquiries: 0800 344 844 or [noise\\_complaints@baa.com](mailto:noise_complaints@baa.com)  
Noise and blight assistance schemes: 020 8745 4929  
Noise insulation and vortex schemes: 020 8745 7930  
Noise website: [www.heathrowairport.com/noise](http://www.heathrowairport.com/noise)  
Careers: 0141 585 6000 or [www.baa.com/careers](http://www.baa.com/careers)  
Department for Transport: 020 7944 8300  
Heathrow Airport switchboard: 0870 0000 123  
Website: [www.heathrowairport.com](http://www.heathrowairport.com)

## EDUCATION

## Young engineers

Six teams from schools across the UK recently took part in the national final of a BAA-sponsored Young Engineer for Britain challenge, held at the Heathrow Academy.

Students aged 8-18 had to come up with an automatic and pollution-free system for towing aircraft to their stands after they had landed. The winners were from Emerson Park School in Hornchurch, Essex.

"We were blown away by the imaginative solutions," said one of the judges, Martin Bilton, "and it was very difficult to pick a winner."

Around 20 students every year are taken on as engineering apprentices by BAA.

## AIRPORT OPERATIONS

## Spotting FOD

**Foreign Objects and Debris (or FOD) are things that are on the runway but shouldn't be – such as bits of metal, glass or plastic.**

They can pose a safety risk to aircraft, and any incident could interrupt the operation of the airport.

So BAA has installed Europe's first runway debris detection system, whose radars continuously scan the runways and can spot debris down to the size of a 10p piece. The earlier the FOD is seen, the quicker it can be removed.



The paper used in this newsletter is manufactured in the UK by a mill with full ISO14001 and EMAS accreditations. It is elemental chlorine free (ECF) and contains 80% de-inked post-consumer waste. It is fully recyclable and biodegradable.



### Staff Profile

Meet...**Danny Sloan**

Job title: : **BAA director of planning for the London Olympics 2012**

### How long have you been doing this?

I have already been planning for 2012 for the past three years, and this summer went to Beijing to work with the Chinese organisers and airport community to understand in practical terms what we need to deliver at Heathrow for 2012.

### And what did you learn?

That we have an enormously complex job on our hands and we are up for the challenge.

### What does it involve?

Around 100,000 athletes, officials and VIPs – and all of their equipment – will come to London 2012. Their luggage which is needed for them to compete will include yachts, horses and firearms. Around 90% of these people will arrive and depart through Heathrow. My job is to make sure that we give them a great first and last impression of the UK.

But at the same time, we must not forget that we have to maintain business as usual for non-Olympic customers.

### Do you have a motto?

It's a marathon not a sprint.



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# HEATHROW inform



## Planning for wildlife

In October, Heathrow joined a handful of organisations in the UK that have been awarded the Biodiversity Benchmark from The Royal Society of Wildlife Trusts.

**The award recognises the effort and planning that goes into managing Heathrow's off-airport conservation sites.**

There are 63 hectares (more than 150 acres) of land at the airport that are used to protect and improve local biodiversity. These are divided into ten conservation sites, six of which are fully or partially open to the public.

They are managed by conservation ecologist James Webster, (pictured above, centre). "Biodiversity is a fancy word for 'wildlife'", he says, "and it covers everything living – plants, animals, birds, fish. There are literally hundreds of species at Heathrow, which is an important area of green space in an urban landscape – especially towards the eastern end of the airport."

Presenting the award, Howard Park from The Wildlife Trusts said: "Every organisation that owns or uses land can play a vital role in helping to protect and restore our native wildlife by managing their land with the environment in mind, and I am pleased that BAA has recognised the importance of investing in conservation on these sites."

Having won the award, James now has to set about keeping it. "The Wildlife Trusts will check up on us every year, so we will have to keep on improving. I am particularly keen to encourage community involvement and volunteer activity at the sites."

To get involved contact **heathrowenvironment@baa.com**

**Welcome** to the **tenth edition** of Heathrow Inform, the newsletter for the local community near Heathrow Airport. The newsletter was developed in partnership with local residents and is published every quarter. We have responded to previous feedback by including articles on airport development and careers at Heathrow, but if there is anything else you would like to see covered, email us on [heathrowcommunityrelations@baa.com](mailto:heathrowcommunityrelations@baa.com). This and previous editions can be viewed online at [www.heathrowairport.com/inform](http://www.heathrowairport.com/inform)

**The Community Relations Team**

## COMMUNITY

# Experience of a lifetime

**Twenty two sixth-formers from local state schools spent a fortnight this summer renovating a school in a remote village in the northern India's Himalayas.**

Their visit was organised by the charity Fulcrum Challenge and was sponsored for the third year running by the BAA Communities Trust, which donated £25,000 towards the cost.

The students each raised £2,000 through their own fundraising activities – which even included a sponsored leg wax for one of the boys.

One of the aims of the challenge is to develop the leadership skills and personal effectiveness of the students. So during the visit, the students managed the project

themselves, designing and planning the renovations, haggling for building materials in the local town, and liaising with the teachers at the school. Tom Bausor (*pictured right*), who attends St. Bernard's

Grammar School in Slough, said he raised money for Fulcrum by "performing gigs and getting stuck into doing some gardening for family and friends. The Fulcrum experience made me more confident and has

improved my communication in my everyday life. My most memorable moment was handing the school over to the villagers. It was an awesome experience."



## EDUCATION

# Heathrow Academy has Total Talent



Heathrow's Retail Academy has been recognised as the national Example of Excellence by Business in the Community – which promotes corporate responsibility across the UK – in its Total Talent Award. Since 2004, the Heathrow Retail Academy has been offering recruitment and training services that bring real benefits to local residents and Heathrow's retail community. For example:

- In the past two years the Academy has helped over 300 airport staff gain nationally accredited qualifications. Most of those learners live in Heathrow's five neighbouring boroughs.

- The Academy's recruitment programme has helped to place almost 2,000 staff in jobs in Heathrow's retail units since 2004, including more than 300 who were previously unemployed.

BAA Head of Retail Operations Wendy Spinks (*pictured second from right*) said "We are delighted to win the first ever BT Total Talent Award. This award shows how passionately we feel about the Retail Academy, and about improving skills and finding work for the local community around Heathrow."

## ENVIRONMENT

## New buses cut greenhouse gas



**A grant of £18,000 from BAA's Clean Vehicles Programme is helping National Express to make significant improvements to the air quality around the airport.**

The bus company is investing in a fleet of 32 new Hotel Hoppas, which last year carried over 1.2 million people from the terminals to 21 of the airport's most popular hotels.

Jenni Davies (*pictured left*), who manages the Clean Vehicles Programme, says that the new buses will cut emissions of the greenhouse gas nitrous oxide by more than 70%, compared to the buses they will replace. They will also produce considerably less carbon dioxide, as well as offering small improvements in the amount of particulates emitted.

By the end of this year, Jenni will have collected two years' worth of 'before and after' emissions data, which will allow her to see the overall impact of the programme.

## AIRPORT OPERATIONS

## Environment limits before new flights

**BAA has asked the Government to appoint an independent assessor to guarantee noise and air quality limits at the airport if Heathrow expansion is approved.**

The 2003 aviation white paper called for a third runway at Heathrow only if there is no more noise overall than in 2002; if air quality meets EU 2010 limits

and if there is improved ground transport access.

The airport will only raise the number of flights if it operates within these environmental limits.

Colin Matthews, chief executive of BAA, said: "We have listened to the many arguments around expansion at Heathrow. Although the economic case remains compelling, we understand that we can only increase the number

of flights if we can safeguard levels of noise and air quality.

"By calling on an independent assessor to scrutinise the airport's performance against these limits, we are providing an uncompromising assurance that we will operate Heathrow Airport within the limits laid down by Government. If we don't, the number of flights in and out of Heathrow could be capped."

## EDUCATION/COMMUNITY

## Build your own terminal



**More than 2,000 children from 37 local primary schools in the five boroughs closest to the airport recently took part in a series of events which saw them design and build an airport terminal from rods made out of recycled newspaper.**

The programme was devised by BAA and Ealing & Hillingdon Education Business Partnership and funded with a £10,500 investment by BAA. It was delivered by education consultant Jeremy King with

the support of volunteers from BAA Heathrow, Balfour Beatty, Mansell, Taylor Woodrow, Costain and Morgan Est. Craig Hutchison from the Ealing EBP said: "This project provided a fantastic opportunity for primary schools to work with construction industry professionals on an exciting engineering activity, which also helped them to develop important communication, problem solving and team-building skills in a fun environment."

Matt White, BAA Surface Access Programme Manager and a volunteer at Beavers Community Primary School (*pictured centre left*) said "This event was a fun day for all involved and a great chance for Heathrow area students to learn about teamwork, communications skills and working to a deadline whilst designing a new building. The hard work the students put in on the day was fantastic and the final designs submitted were a testament to their cooperation."

## AIRPORT OPERATIONS

# The Olympic challenge

**2008 was an Olympic and Paralympic year. And Heathrow successfully handled the departure – and return – of hundreds of British athletes, who performed exceptionally well in Beijing.**

This not only meant transporting people, but also their equipment, which ranged from wheelchairs to canoes.

The next Olympic Games, in 2012, will be in London. That will be a completely

different scale of challenge, according to Danny Sloan, who is in charge of London 2012 planning for BAA.

More than 200 countries took part in the Beijing games. They will all be coming to London in four years' time, and "so the eyes of the world will be looking to see how we deliver the best games ever", says Danny.

"Everyone who works at Heathrow will be involved – even if they don't work for BAA. And we have an

opportunity to show what we can do by working together."



## AIRPORT OPERATIONS/ENVIRONMENT

# Heathrow in bloom

**Heathrow had never entered the London in Bloom competition before, but this summer it came first in the London Business Premises category and also won a special landscaping award for T5.**

Landscape maintenance manager Paul Green and his team concentrated their effort on the entrances to the airport, installing displays of seasonal bedding plants at T4, Hatton Cross and



police station entrance, as well as hanging baskets on lampposts, and troughs along the road.

"We wanted to show that Heathrow is an attractive and

friendly place to work and to travel through.

"But it's not just about flowers," Paul says, "it's also about the long-term improvements we're making – such as the drought resistant planting at the main entrance.

"At its peak, T5 was the largest landscaping project in the UK and we have planted 20,000 trees and half a million shrubs there in the past five years."

## News in brief

### AIRPORT OPERATIONS

A new, state-of-the-art fire station has been opened near Eastchurch Road at the eastern end of the runway to ensure the fastest possible response times to airport incidents. The new station, which cost £4 million, replaces the 30 year-old facility in Terminal 2 that is set for demolition.

This is the second airside fire station at Heathrow and equips us to meet the demands of a 21st century airport.

→ A second apprenticeship fair is being planned for February 2009.

Around 250 apprenticeships in construction, retail and engineering will be promoted at the Fair. Details will be sent shortly to schools in the five boroughs neighbouring Heathrow, and local youngsters will be invited to see what careers the airport has to offer.

For more details email [joe\\_hardman@baa.com](mailto:joe_hardman@baa.com)

## COMMUNITY/AIRPORT OPERATIONS

# Consulting about Airtrack

**A second round of public consultation on the proposed new Heathrow Airtrack rail scheme took between October and mid-December.**

The results will now be reviewed.

Heathrow Airtrack is a plan to link the airport via the national rail network to places to the south and west of Heathrow – such as Staines and Woking, Guildford and Reading – as well as to London Waterloo.

The first round of consultation, which took place in the Spring, drew more than 400 responses from local residents as well as local authorities and bodies such as the Environment Agency. "There were plenty of changes that people wanted to see made to our initial plans," says Mike Noakes who is the BAA manager in charge of the project. "And we have based our preferred scheme on what we were told.

"Any infrastructure scheme like this will inevitably affect some people and the environment.

Generally though, Airtrack has been welcomed."

Not only will it cut car journeys to the airport, but Airtrack will provide considerable extra commuter train capacity between the south west of London and Waterloo.

As a result of the first consultation, new proposals are being put forward that include the creation of a train depot in Feltham that would create more than 120 new staff and driving jobs.



Airtrack will require a Public Inquiry and construction could not start before 2010.

Services could begin at the end of 2014.